

USAG Yongsan FY 2016 Army Family Action Plan

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-1	Inprocessing constantly being shuffled	Grouping everyone into same category during in processing. During my downtime I asked to visit transportation and finance because I had relocated my family to HOR, I was told no and shuffled into the crowd. My family credit card & finances are being stretch very thin; they and I are nearly out of money. From 19 th HRC to WRC I was told No, even when explaining that \$5,000 is sitting on my credit card. Now two weeks later I am back here to process finance and they closed. The delay in in-processing has been two weeks longer than anticipated.	During in processing Command Sponsored and seniors are removed for various reasons. Soldiers who related families, DITY, or any other financial endeavor should be pulled aside and asked if there are any pressing/urgent financial situations. Hours for all in-processing locations should be ready available, especially to those who it is there 1 st time in Korea.	There is currently a schedule for each section of in-processing, both for Day 1 and Day 2. They cannot handle major issues like this until the Service Member gets their pinpoint orders. This is done no later than the afternoon of Day 1. Once they receive the pinpoint orders they will know where they are going and then can deal with any urgent situations/issues.	1RC/DHR	Active Looking into better options.
16-2	CDC pre-k program not available for stay at home mom	I recently PCS'd to Korea on a Command Sponsored tour. I am in disbelief of the fact that there is no on-base pre-k program for my child due to the fact that my spouse is a stay at home mother. My child and the children of all soldiers in a similar situation, is being neglected by the government, and the Army that I serve. If we are stationed in the United States, our son would be a forded this critical cornerstone of early education. It is unjust that we were flatly denied by CYSS, the opportunity to even apply for the "New Beginnings" pre-k program due to the fact that we are traditional family with a stay at home mother stating _USAG Yongsan Command policy.	Allow even the children of traditional parents and families to be able to attend the "New Beginnings" at the CDC.	CYS Services does not have funding or authorization to build and staff community play areas. It sounds as though they want a group play area or more opportunities for play group with other children. Hourly care is available on a limited basis at the CDC but this states parents want an area where parents can watch their children play together. Dragon Hill does have an outdoor play area for children that can be utilized in good weather.	CYSS	Closed
16-3	No parking outside visitor gate #13	There are too many cars in the visitor gate parking lot. I had seen car there from morning at 9am until 3pm. No guard is there to monitor the parking lot. The visitor gate parking lot is for 15 minutes but I see too many cars parked there. I had to pick up my son from school at the gate. I cannot find parking.	Have the guard monitor the parking lot.	Garrison Command can submit a request for a new ATM at Gate 13 through the Garrison Banking Liaison Officer. The request will be processed through Army Finance and DFAS for review and approval.	Community Bank	Closed Will submit a request for an ATM machine at Gate 13.

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16-4	Request ATM for visitor gate	The visitor gate should have an ATM machine. It will be easier when we are leaving off post taking the train or trying to catch a taxi. It is also a high traffic area so will benefit many people.	Put an ATM machine by visitor gate.	Gate# 13 and the Visitor Control Center (VCC) parking lot/area are for short term parking. There are 43 parking spaces with a maximum of 15 minutes to accomplish a sponsor's task to register guest(s). The VCC has three dedicated DES KATUSAs operating at that location 24 hours a day. The total time to enter the VCC to register guest/family members without DOD affiliation is dependent on the number of visitors or special event occurring on the installation. During special events when bringing visitors on post, it is highly encouraged to come in early because we can always expect long lines right before an event. We are instituting a vehicle log that must be signed by the sponsor once entering the VCC. This log will be used to notify sponsors and identify guest(s) who park their vehicles at that location for an extended period of time. Those found to have parked their vehicles will result in the sponsor losing his privileges based on the incident.	DES	Closed DES will monitor the parking lot to ensure cars are not left there for an extended amount of time.
16-5	Lack of mechanic during lunch break	Getting tires put on my car. The mechanic left in the middle of the job for lunch and didn't tell anyone. It affects everyone who came in for service. There is a delay and someone should be put in another place to cover lunch times. The customer service here isn't the best.	They need to have more people and work more efficiently.	Retraining was done with the staff. The mechanic should have completed the work he started before taking his lunch.	The Exchange	Closed
16-6	Lack of facilities for 2-5 years old	There is not enough facilities for young children 2-5 years old. I have nowhere on post to take my two children to meet other families every day. Only hourly care at CDC also is an issue hourly care is only available in the mornings too limited.	There should be a place similar to CYS where you can take younger children to play indoor and watch the children ourselves. There is nothing for children.	CYS Services does not have funding or authorization to build and staff community play areas. It sounds as though they want a group play area or more opportunities for play group with other children. Hourly care is available on a limited basis at the CDC but this states parents want an area where parents can watch their children play together. Dragon Hill does have an outdoor play area for children that can be utilized in good weather.	CYSS	Active Looking into feasibility and location to provide an age appropriate place for this group to play.
16-7	No Standard non-combatant evacuation packet forms	As a spouse, I assisted completing the NEO packet. Being prior military, I went to library after unit brief at FRG meeting. I needed to find forms. Unit stated DDFM754, DDFM1864 and DA2402 were no longer printed as tags, so just make a copy and put in book. I had to go to 2ID site to find 2 of them. 8 th Army NEO sit doesn't show the requirement.	Send out correct information to units on what is required in updated brief. If tags are required, then print the tags and have them available for NEO packets.	8th Army has a standard NEO Packet posted on their website.	DPTMS	Elevate AFAP Issue to 8th Army

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16-8	Congested traffic at stoplight at Dragon Hill Lodge during school days	There is only a flashing yellow light on 8th Army Drive and flashing red to leave DHL. No one can turn left easily out of DHL die to oncoming traffic both ways and people turning left into DHL. The traffic gets congested at DHL and getting out of the parking lot is horrible. Another issue is the pedestrian light is not on and high school students are trying to get back to school before the bell rings to end lunch. People do not stop and students are jetting out to get back to class. A major injury can happen to a student.	<p>1) have an MP man the light like the other 2 on 8th Army drive.</p> <p>2) do not have that light a flashing. Let it run normal.</p> <p>3) make it a 4 way stop - red flashing at all stop lights.</p>	The PMO is completing a traffic study. The results of the traffic study will be used to recommend a method to alleviate peak traffic periods that require assistance both for pedestrians and vehicular traffic for short periods of time that cannot be accommodated when the blinking caution light is in use. When the traffic light is operational, according to the traffic planned cycles, there is a customary traffic delay. Please note there are manned MP Traffic Control Points along 8th Army Blvd that are available for use by pedestrians and vehicles. For example, individuals can use IX Corps road to access the DHL and surrounding facilities.	DES	Closed
16-9	Hourly childcare at the CDC	Hourly childcare is only offered from 0830-1230 and reservations can only be made up to one week in advance of the date required. Also, drop-ins and in-class from infant – 5 years old. Not so great for 3 – 5 years old drop-ins. Newly arriving families often need a full day for drop-ins/hourly care on days they are receiving HHG.	Extend hourly childcare to the hours the CDC is open. Offer space in the appropriate and classroom. For example, allow 2 drop-in students per 3 years old classroom. This ensures staffing for the entire day and allows the drop-in child to be amongst their peers. Automate the system to allow parents to make reservation online up to 30 days in advance.	CYS Services has been actively recruiting caregivers and working closely with CPAC in order to expedite on boarding of caregivers and obtaining their required background checks. Priority during a staffing shortage is funneled to full day programs as they are required for Soldiers to meet the mission. CYS Services is currently reviewing hourly care opportunities to ensure all available spaces are effectively and efficiently allocated over the course of the day. This will mean utilizing vacant spaces within all classrooms in order to assist parents with short term care needs. In addition, this will allow for a vacant space (current occupant on vacation, out ill, etc) to be used more efficiently by those seeking short term care.	CDC	Closed
16-10	Children playing in the gym unsupervised	During PT hours a civilian patron allows his two school aged little boys (both under 10 years old) to play in the gym unsupervised. They play on gym equipment in the weight room, cardio room, and on the basketball court.	No children in gym during PT hours except the family room and they must be supervised by parents at all times.	Reviewed by management. The DFMWR concurs with recommendations as noted. The Family Fitness Room at the Collier CFC was designed for the purpose of allowing parents, legal guardian's access to the facility with youth under their direct supervision. For reference youth aged 12 and under must be accompanied by their parent-legal guardian within the CCFC at all times without exception. Ages 13-15 may have access to the Basketball Court if available. Ages 16 and older may use the cardio-weight room unescorted. The community is reminded that we have a Child Youth Services PFC, South Post, building # 4216, operational 1400-2000 and closed on Sunday's and US Holidays.	MWR	Closed
16-11	Submitting AFAP issues on IMS not easy	I was hoping to submit an AFAP issue from home computer as that is generally the easiest way to communicate. I appreciate the email option but do not wish to have my email be known. I tried submitting online, which I thought would be easy, but it was NOT as I had to create an account and everything. This makes the process more difficult and NOT anonymous.	I understand that myarmyonesource is an army wide website with AFAP as a common program for many installations but there's got to be an easier way to submit issues! A simple link on form I can forward to neighbor or friends via online and social media when they need it the most.	There are multiple ways to submit AFAP issues. There are AFAP boxes across the installation and there is an email that they can be mailed too along with the online submission.	ACS	Closed

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16-12	Lack of information for arriving families during PCS to Yongsan	I recently attend the ACS Newcomer's Orientation and found the presentation/information very useful. However, I have been here for two months before finding out this was not mandatory or available as soon as I arrived here in Korea! Shouldn't something like this be required for sponsor/family members the way soldiers receive their in-processing briefing?	A mandatory checklist for all sponsor/families arriving at 1RC regardless of unit, rank, or if they had a sponsor. I.E. go to DBIS, Ration Control, TRICARE, ACS, NEO Warden for gas mask, etc.	There is an in-processing schedule that each service member is given when they arrive. This has all of the steps that they need to go through to be fully in-processed. The pinpoint orders have the information about Day 3 through Day 5 at ACS in more details. Further, the LNOs and the Soldier's gaining unit should be informing their new Soldier that they need to go through Day 3 through Day 5 which includes the Newcomers brief if they are in Area II.	1RC/ACS	Active
16-13	Thrift Shop Donation Site	The Rose Thrift Shop Donation site is unacceptable. The state of the donation site at the Rose Thrift Shop is an issue to say the least. With all the items that our community "generously donates", isn't there a better way to donate to a charitable cause instead of leaving it outside their back door? The donations are exposed to the elements, theft, and environment. It is unsanitary and unsightly and overall demeaning to our community and the volunteers who work there. I believe in the charitable causes of Army Garrison thrift shops across the world as many people PCS in and out and need to donate and acquire things. But this is unacceptable the way people "dump" their items there and the state in which it sits for days. It's not a good look for our community and the "good will" of our donors who want to contribute to the "giving back" to our community from the funds the Thrift Shop creates is not in good character to just "dump" at the back door. No where else can I think of on the garrison that you can simply dump- other than a dumpster, which the Thrift Shop is not! It demoralizes our community by having a facility, service, and charitable cause treated in such a poor manner.	Restrict donation hours to when volunteers / staff are actually present and can accept them. Create a strict "no dumping" policy as that is what people are doing with their unwanted items essentially.	Signs restricting donations to the sheltered area could be put up. Signs saying that we don't accept large furniture might be helpful since we have no room in our shop for these items. Normally we wait until we have accumulated multiple large items before calling the scrap hauler. Would it help if we started calling the large item hauler on a more frequent basis? We've hesitated since we don't want to be a nuisance.	Thrift Store / DPW	Active Thrift Store and DPW will work together to either provide containers for donations or cover the area with a cloth to provide a cleaner drop off area
16-14	TRICARE should take advantage of huge financial savings when Military Retirees are obtaining medical care.	TRICARE should allow Military Retirees living anywhere in the world to obtain medical care in South Korea, taking advantage of the South Korea "Medical Tourism" program. Medical expenses in the United States are expensive. From my experience living here in South Korea, Military Retirees receive top-quality care equal to the United States, but at a fraction of the cost, at the TRICARE-sponsored Korean hospitals here in South Korea.	I recommend TRICARE implement measures to where Military Retirees living anywhere in the world may take advantage of the top-quality medical care South Korea provides. I also recommend that TRICARE include round-trip airline fare for the Military Retiree. Even with the included cost of airline fare TRICARE still saves a huge percentage of finances paid-out on behalf of the Military Retiree. The Medical Tourism program includes pick-up/drop-off at the airport, plus 2 meals a day and a bed (lodging, semi-private) in the hospital during the stay.	Tricare Plus is being offered to Military retirees and their Family Members while they reside in South Korea.	Tricare	Closed

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16-15	Use or Loss leave	Unable to use leave due to mission requirements. Some Soldiers are unable to use leave due to mission requirements, training exercises, busy schedules, or lack of continuity. With the military is drawing down, Soldiers are doing more with less. There is a 10% leave limit policy in Korea. As a result, Soldiers incurred more than 60 days of leave, which they are unable to use. Soldiers are either loss their leave or forced to use leave, which resulted stress on the Soldier to play catch up upon return from leave or work during leave.	The current policy allows Soldiers to sell their leave back up to 60 days in their career. Amend the policy by removing the limit. For Korea, remove the 10% policy and gave the unit commander the authority to impose leave based on mission requirements.	None. Army Regulation 600-8-10, Leaves and Passes (annual leave/SLA) MILITARY PAY E-Message 15-041 Special leave accrual.	176 th Finance	This is a unit leadership responsibility. Leave is based on 8th Army Unit Readiness.
16-16	Visitors Parking at Gate 13	People use the visitors parking as long term parking. The visitors parking is limited to 15 minutes as annotated on the sign. There is no enforcement of the parking rule, people take advantage of the parking stalls for long term. Limited of parking stalls available impacts school buses picking up children for children attending school off post.	Visitors needs to sign out for a parking pass.	Gate# 13 and the Visitor Control Center (VCC) parking lot/area are for short term parking. There are 43 parking spaces with a maximum of 15 minutes to accomplish a sponsor's task to register guest(s). The VCC has three dedicated DES KATUSAs operating at that location 24 hours a day. The total time to enter the VCC to register guest/family members without DOD affiliation is dependent on the number of visitors or special event occurring on the installation. During special events when bringing visitors on post, it is highly encouraged to come in early because we can always expect long lines right before an event. We are instituting a vehicle log that must be signed by the sponsor once entering the VCC. This log will be used to notify sponsors and identify guest(s) who park their vehicles at that location for an extended period of time. Those found to have parked their vehicles will result in the sponsor losing his privileges based on the incident. The VCC parking lot is not intended for child pick-up. Pick-up points are located near the individual schools.	DES	Closed DES will monitor the parking at Gate 13
16-17	Shuttle bus at DHL to the airport	I was PCSing from Yongsan back to United States. My family and I were not able to get on the shuttle bus at DHL because the bus was full. The rule stated PCS soldiers and families have priority on the bus. The driver is not enforcing this rule.	Anyone uses the shuttle at DHL to the airport should register at Moyer Rec. The bus driver can check off to see who have priority to get on the bus.	We contacted those in charge of the shuttle system and purposed that the driver announce to the Soldiers that are PCSing have priority and will check the orders before loading the bus. The POC is Ms. Kim Ye at DSN: 724-6225.	1RC	Active Currently the Community Watch is monitoring the priority of the passengers on the bus is followed. A follow up meeting is being scheduled to determine the schedule and priorities of the buses.

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16-18	Command sponsored EEC employee cannot get assigned a medical provider	<p>I am a command sponsored, emergency essential civilian who is required to maintain physical requirements. Additionally, as an EEC, I am required to remain in theater during hostilities just like my military counterparts. However, I am unable to be get equal access to medical care required to maintain deployment readiness because I am a Retiree.</p> <p>I have to call daily at 1200 in order to see if there are any openings to get a same-day appointment. There are times I call three or four days in a row and am told there is nothing available. As a result, I have to go to the emergency room to be seen for a routine procedure such as prescription refill or follow up appointment.</p>	<p>Command-sponsored Emergency Essential Civilians receive the same priority of access to care. If we are required to maintain the same physical deployment readiness requirements, the level of access must be the same. Fully understand if a Retiree was living of overseas and NOT employed as an EEC, then they fall under a civilian health care plan or the appropriate TRICARE plan. Not allowing us to have the same access as our military counterpart is unfair is detrimental to the readiness cycle.</p>	Retirees will have access to the Tricare Plus program.	Tricare	Closed EEC will be provided a priority of care but may not be with the same provider everytime
16-19	Car wash not available on post	<p>There used to be car wash available on post by the PX. I noticed it was closed and there is no replacement. For families PCSing out of Korea, how are they to get their car wash and clean for the inspection? Families living on and off post do not have a place to wash their cars.</p>	<p>Provide a place for families to wash their car. There are monthly car wash fundraisers by the commissary parking lot. Provide a place similar to that so we can wash our own car. Or provide a company on post to provide car wash services.</p>	There are two car washes located on post. One on South Post behind the Embassy Club and the other on Main Post behind The Exchange.	The Exchange	Closed Cost Ineffective to open a self-service car wash. It must be within the environmental code. There are two car washes on post and car was fundraisers. However, the Garrison does not endorse any of them.
16-20	Spouses need meaning jobs	<p>Being a military wife or husband means we are used to constantly relocating due to orders. Bases need to work hard to find jobs for spouses wanting to work. Many of us already volunteer, but we want to be paid. Yongsan has a lot of Korean hires – shouldn't we have a balance?</p>	Provide jobs for spouses.	The CPAC is not an entity that creates jobs. Each individual command has the authority to create positions thru the Manpower allocations. The CPAC fills requisitions for positions but does not create positions. This action should be addressed by each individual commander on the installation.	CPAC/ACS	Closed ACS Employment Readiness is available to assist with USA Jobs applications and providing information about what employment is available. There are Job Fairs throughout the year and those Employers will be listed on the Military Homefront Website. There will be a list of these employers with the in processing checklist for spouses.

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16-21	Parents with children have difficulty getting through the box gates	Repeatedly when traveling with kids, I have trouble getting my kids in the box with me and don't have enough time to put my "index finger" on the reader. I am told to exit the booth and do it again. I've been told to call for assistance, but guards don't answer and I have waited over 10 minutes for help. Meanwhile, the line gets longer.	Guards should monitor the gates – even if remotely when you press a button on the outside or the inside the box, a guard should respond within a short period of time. Often times I feel as though no one is monitoring the boxes at all. Let's make this an easier process for parents with kids.	The ESPG have signs that are posted at each Gate when having problems. Please follow those posted instructions. The electronics of the ESPGs have a problem when more than two people enter the ESPG accessing the installation because the device identifies two people when the device set for only one person at a time while in operation. The following procedures will be used by an adult when entering with a child. ESPG procedures: 1. On the outside of the ESPG push the call button of the ESPG for the Security Guard (SG) 2. Security Guard acknowledges the call from the adult 3. Explain to the SG that they have children and/or baggage and are entering the ESPG 4. SG tells the adult to swipe their CAC card on the outside of ESPG 5. Enter the ESPG with their children, close the door 6. The adult with child should do nothing further as they enter the ESPG, and wait in the ESPG 7. The SG allows access to the installation 8. The adult and child exit the door of the ESPG and enter the installation	DES	Active DES will monitor and assess the customer service for the ESPG gates
16-22	Diversity training needed for Korean workers on base	Recently, I observed at the 121 hospital discrimination against American preferential treatment being given to Korean descent. At first, I thought I was imagining things but after watching longer, I noticed it was very real. Anyone could have completed a checklist on the number of times a Korean patient was given attention versus an American. The numbers showed more time and attentions were given to Korean.	All Korean workers should have to go through mandatory training for not discriminating against Americans. They work on our base as Americans we aren't supposed to show preferential treatment to customers/patients and we should not show bias towards anyone. Training should include what should and should not be done while interacting with American.	None	EEO / CPAC	Closed Everyone is required to attend Diversity Training

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16-23	No elementary school bus monitors	Funds have been cut and jobs have been cut and there are not enough bus monitors. All children riding to and from school should be monitored. Problems occur, fighting, picking on kids, yelling etc happen and go unresolved. Monitors can help prevent some of these problems.	Recommend hiring bus monitors for students riding the school bus. If funds aren't available then perhaps CCC cameras should be installed.	There are security attendants on every elementary bus except the two on post buses. Security attendants are only provided on buses that transport students from off the installation. The buses servicing Black Hawk Village and Itaewon Acres are on the installation and therefore not authorized security attendants. Security attendant positions were cut 50% in Jan 2014 as a result of decreased funding and also due to the low threat condition on the Korean peninsula. The primary duties of security attendants are to oversee student security and secondarily to further student safety. DoDDS does not hire school bus monitors, nor can school bus monitor services be procured by DoDEA. On the other hand, communities may provide school bus monitors on a volunteer basis to assist the student transportation office (STO) in maintaining acceptable student behavior on the bus. However, such a program would have to be instituted and managed by the installation. Volunteers would need successful background checks and so forth accomplished before being granted permission to ride the buses transporting students. Buses are equipped with on-board-vehicle-surveillance-systems. If sponsors notify the STO of incidents taking place on the bus, STO personnel can retrieve the hard disk and view recordings. The STO will take action as deemed necessary if instances of misbehavior are substantiated. It is important that sponsors notify the STO immediately of incidents taking place on the bus as recordings are stored for 72 hours and recycled after that. The STO is not staffed to watch recordings of every bus route. We solicit the assistance of sponsors in identifying problems.	DODEA	Closed
16-24	Make recycle available or better mandatory on post	As American in the world, we should be on our best behavior, a model for other instead we dispose of our trash in an embarrassingly careless way while other countries have implemented very advanced recycling systems.	As a first and easy step, one of the twin containers in the neighborhoods could be labeled "recycling" and the soldiers, schools, and social media can spread the word.	Daegil Green Co. manages the current Solid Waste contract in which comingled trash receptacles are provided per contract specifications. The contractor separates and sells the recycle material returning the proceeds back to the government. The DPW will engage the contractor and contracting officer to discuss the possibility of adding recycling containers.	DPW	Active
16-25	Use or lose leave	Soldiers are not able to "cash out" lose or use leave with a high OPTEMP here in Korea, it is hard to find time to take leave.	Allow soldiers to "sell" leave dates for money.	None. Army Regulation 600-8-10, Leaves and Passes (annual leave/SLA) MILITARY PAY E-Message 15-041 Special leave accrual	176 th Finance	Closed
16-26	Yongsan Commissary	Why so many baggers? It is possible to encourage a friendly attitude. Bagging should be voluntary unless asked to bag by the customers.	Can baggers be high school students.	Because baggers are self-employed contractors working for tips only, they schedule as many baggers as possible to ensure continuous service to commissary patrons as well as to maximize earning opportunity. Some baggers are students. Since student baggers are limited in the hours that they can work, there is a need for adult baggers as well.	DECA	Closed Report all issues to the Head Bagger

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16-27	Child Development Center (CDC) Cost for single parents	Junior enlisted single parents with multiple dependent children are subject to a specified fee. Fees are based on rank. Total family income cannot be taken into consideration with single parents. Currently, parents with multiple children in full time care receive a 15% discount for the second and subsequent children. I have attached the current fee chart and a cost comparison. The child care fees are set by the DOD.	Being station in Korea, it is hard to find childcare for single parents that are affordable. CDC should be able to give more discounts when more than one child is in CDC. Just as being oversea, we received COLA, there should be some fund available for childcare.	All parents who have multiple children enrolled in CYS Services facility- based programs receive a multiple child reduction (MCR) regardless of marital status. Fees are established by the DoD and reflect a significant reduction compared to childcare costs in the private sector. This is due in part to the fact the U.S. Army subsidizes childcare fees for Soldiers and Families. In addition, U.S. Army CYS Services serves as model for childcare in the nation due to certification and accreditation requirements, background check standards, quality of care and training. The high standards reflected within these programs combined with the subsidized cost of care make the U.S. Army childcare programs the best in the nation.	CDC	Closed
16-28	24 hours child care currently not available	USAG-Yongsan does not offer 24 hour childcare. The 24-hour childcare will accommodate single parents who are on shift work or who require assistance with their children when it is not convenient for them to ask friends or neighbor. One of the options at USAG-Yongsan for 24-hour care would be through a Family Child Care (FCC) home. Over the last year, we have only had one FCC provider, who recently PCS'ed. Aside from not having willing families to participate in the FCC Program, the current delay in background check and the constant rotation of our forces here in Korea have complicated issue.	Make FCC program more well know in the community. Families at USAG-Yongsan may want to participate in this program if they know there is FCC option. This will also provide an opportunity for spouses to earn income as there are limited jobs on post. Allow trained CDC staffs to earn extra income by allowing them to do 24-hour childcare.	CYS Services continually struggles to secure required levels of staffing to support the current demand for full day care 12hrs daily Monday - Friday. With recent changes in Family Child Care (FCC) provider requirements and the loss of FCC providers due to PCS we currently do not have any FCC homes. We are working to attract new FCC providers as this is the ideal situation for extended and all night care, and this is certainly an option, depending on the provider, once we have available FCC homes.	CDC	Elevated This AFAP Issue has been elevated to the General Officer Steering Committee
16-29	No dog park in the housing area	So the dogs can play freely so they are not always on the leash.	Create a space for dog park in the housing area.	The Directorate of Family, Morale, Welfare and Recreation (DFMWR) operates a dog park on Yongsan South Post, adjacent to the Family Park. This issue has been looked at in the past; however, there just is not adequate green space for a dog park in any of the housing areas. The Housing Office has installed pet waste containers and pet waste bags throughout neighborhoods to assist pet owners. Recommend this issue be closed.	DPW	Closed
16-30	Currently Military Retirees are category 6 when applying for Space-A travel	Military Retirees currently are category-6 eligible for Space-A Travel; this has personnel already having served their country in uniform ranked below School Teachers and dependents of active duty personnel. This seems inappropriate that personnel who previously served their country are relegated to the last place for priority when using a benefit they have earned by serving their country in uniform.	Change the existing category structure so that Military Retirees are afforded the same priority as DoDDS School Teachers and dependents of active duty personnel.	Submitted to Air Force. New Categories are updated every February.	DHR	Referred to the Retiree Council and the Air Force.

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16-31	On post taxi not going off post	I had a dental appointment for my children to Gangnam. I went to DHL to take a taxi to go off post. Two taxi drivers rejected me. They told me they do not know how to get there. Finally the third taxi told me the same thing. I told the taxi driver to use his GPS.	The rules need to be stricter and create a call center number to report taxi not wanting to go off post. The taxi line now does nothing about it.	By contract, the taxis are to take the customer wherever they desire. AAFES will speak to the taxi company owners to ensure that customers are not refused service.	The Exchange	Closed Contact The Exchange with Date/Time of incident and the plate number with all issues with the Taxi Drivers
16-32	Opportunity to Interview for Qualified Federal Jobs	<p>After getting certified for multiple federal positions here in South Korea, I was not given the opportunity to interview for any of those jobs. I've made the cert for 4 GS job vacancies in the last few months using my military spouse preference, 1 at Yongsan and 3 other at Osan. I am not a prior federal employee. However, the military spouse preference allowed me to compete for a federal job with other existing federal employees. As "you" probably know, it is so very difficult if nearly impossible, to make the cert for a federal job as a civilian with no prior federal service. Therefore, if I made the certs, I feel my professional experience is very competitive against current federal employees. HR/personnel offices qualified me for the positions. Unfortunately, I have not had the great opportunity to interview for any of those positions. The other 2 vacancies at Osan were recent, with a "few" vacancies available in both job announcements. I just heard back from 1 vacancy (third position) that the hiring official has returned the job announcement to the Central Personnel Office without a hire, which can mean the hiring official did not see anyone on the certificate that was qualified for the "few" positions. As I made the cert, I'm even more disappointed that I was not called for an interview to speak to my qualifications. I am hopeful for a call to interview for the last position, but I have heard anything a few weeks. I pray the prior recent experiences here in Korea are not indicators of my future employment opportunities OCONUS, but I am discouraged.</p> <p>The federal application process is a lengthy, time consuming, and tedious process to apply for EACH position announcement. It requires custom resumes and often multiple official documents. However, I would like to be realistic about investing time to obtain federal employment if hiring officials are not prepared to give opportunities to military spouses!</p>	Training to hiring officials to interview qualified military spouses. Historically, milspouses have struggled with spouse employment, retention and professional growth due to our military life whether it's stateside or OCONUS. It's not uncommon for professional spouses to leave their very successful careers to keep their military families together. Hence, there has been national support from politicians as our 1st Lady to further military spouse employment opportunities. There are federal programs like military spouse preference (Executive Order 13473) to also further the cause. There is so much untapped talent amongst military spouses, it should be leveraged for the benefit of the military and federal government through spouse employment. Even more can be said for financial security and military stresses when there is a dual-income in the family.	This question is reference to a specific individual not being interviewed for a position. Management has the right to select or not select from a qualified referral issued by the CPAC for vacant positions. While military spouse candidates have a 'preference' for employment consideration, they do not have a right to be interviewed for consideration. The CPAC fully supports the military spouse program and refers qualified candidates for consideration. The CPAC works with management to select qualified military spouse candidates and in some cases forces selections IAW the DODI instructions. Hiring officials are given documentation regarding military spouse preference consideration with each referral list that contains military spouse preference eligible.	CPAC	Closed It is up to the Hiring Official responsibility to Interview the most qualified persons for the positions.

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-33	Yongsan Garrison gate information	There is a lack of consistent information for all the (numerous) gates on post including current status (open, closed, construction, hours of operation, push out only, vehicular, etc.). There are many gates located throughout Yongsan Garrison, many very useful to the vehicle and foot traffic going on and off post every day. However, there is a lack of information or a source of information for the every day user. Major construction is announced (i.e. summer construction at DHL Gate #1), however there is a lack of detailed information that affects those who use unfamiliar gates for the first time. For example, Gate #4 had special extended hours for vehicular traffic when the DHL gate was closed for construction and resumed normal hours when the construction was complete. However, the push out gate was suddenly locked that week? There was no signage or warning for this change. Overall, the gate information for all gates is non consistent and finding information for each is even more challenging other than "word of mouth".	Yongsan Garrison has a Facebook page, website, and app- what if there was an active "live" map of all the post gates and their current status or one that can be "clicked" on where the user can select a certain gate for additional information such as current scheduled hours and status (construction?), pedestrian only, push out gate only, visitor sign in gate only, etc. There is no central system for information and makes for a complicated network of gates all that more challenging to get to know, even for a person who has lived here for almost a year.	All related Gate and information on Fire, MP, and Security Guard matters are provided to the PAO, who then makes the information available on numerous media sites to ensure the community is informed as quickly as possible. This includes all forms of media – print, email, newspaper, and Facebook.	DES	Closed Looking into putting a link on the APP that will open the map with gate information
16-34	Lack of jobs for spouses/ teens at oversea installations	There is a lack of job opportunities for spouses and teens at overseas installations. . Spouses and teens have the most difficult time finding a job (or even a part time job) due to the lack of opportunity for these specific demographics. It affects those who hope to increase their financial stability and/or to gain job experience.	Offering a central local job agency that corresponds to the individual overseas installation that does not cater to those who seek a permanent full time federal job (i.e. USA Jobs). Local vendors such as AEFES can support part time positions of spouses and teens through allotting a number of shifts and / or positions for these demographics to fit the community needs (teens working after school or on weekends) as other job opportunities off post are not recommended. We should support our community, our on post businesses with members from our own community! It would be good to know that a certain percentage of part time jobs at various AEFES locations (food court, fast food, PX, etc) are guaranteed to this under served demographic of job seekers.	While this recommendation has merit, I think the Garrison has a centralized job information center and assistance organization. In addition, this item seems to be addressed towards the AAFES organization and not the CPAC. There are multiple employers on post beside the CPAC with their own HR sections. DHL. DOD Schools, private contractors, AAFES, Embassy and others. This is not a CPAC issue but rather a garrison issue for centralized job information center thru the ACS department.	CPAC	Closed Background Requirements have made it tougher for employment and the Employment Readiness Program is available at ACS to assist with locating employment overseas.

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-35	Overseas OHA/ COLA – ability to keep the difference	Service members and their families do not have an incentive to live financially responsibly overseas if they are not able to "save money" and keep the difference in OHA if they chose not to use all of it. . It is financially irresponsible for service members and their families to use tax payer's money to live off post in a high cost city like Seoul if there is no incentive to live below the OHA in order to save money or keep the difference if one chooses not to use the full amount of OHA.	OHA policies should be the same overseas as in the states giving service members and their families the option to live at a lower cost off post home in order to save money. The "use it or lose it" mentality creates wastefulness in spending and drives the local real estate economy that encourages Americans to spend what they can- the maximum OHA cap, because they can't keep the difference anyway.	None. Joint Travel regulations Chapter 10	176 th Finance	Closed
16-36	Leaders' sensitivity to single parents' issues child pick up	Soldiers believed that Leaders are not sensitive to issues related to being a single parent. Leaders continue to express indifference when Soldiers ask to pick-up their children prior to childcare closing times; there is an associated cost to not promptly picking up children from a daycare which is an added cost burden to the single parent family.	Make a regulation so single parents can pick up their children prior to closing times. Depending on the distance between the duty office and childcare center, allow minimum 30 minutes.	This creates late fees for parents that are picking up their child late. CYSS will monitor if there is an issue with Command not allowing for pick up on time.	Command	Closed
16-37	Leaders' sensitivity to single parents' issues breastfeeding	Leaders need to provide female Soldiers with social and administrative support if the mother decides to continue breastfeeding after returning to work. Providing a designated space in the workplace where mothers may express breastmilk is important since many active-duty mothers do not have private offices. However, most of the participants within this group stated that leaders are not sensitive to this need/requirement.	Provide a private designated space for female soldiers to breastfeed/pump. There should be a refrigerator in the designated space.	There is a Policy Letter published.	Command	Closed

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-38	Eliminate the "5-Year Rule" for local hire status Military Retirees working in South Korea	<p>Military Retirees <u>with the local-hire status</u>, working in South Korea, fall within the "5-Year Rule" for working GS jobs in South Korea. Military Retirees with the local hire status receive <u>absolutely none</u> of the benefits/entitlements that personnel review when hired from the United States and coming to South Korea. Benefits not received include items as Living Quarters Allowance (LQA), Airline Airfare, Household Goods shipment, RAT leave, Home Leave, etc. Military Retirees desiring to work and live in South Korea are either forced to depart after five years, or forfeit their employment with the United States Government, should they not agree to be placed into the PPP program. This "5-Year Rule" ensures the US Government spends thousands of dollars for sending a Military Retiree back to the United States against their wishes (and losing valuable experience), while the US Government could be saving these same thousands of dollars allowing the Military Retiree with the local-hire status to remain where they are at no cost to the US Government.</p>	Change the existing Regulations so that Military Retirees with the local-hire status can remain in South Korea after 5 years and continue their GS employment with the United States Government.	The Department of Defense Instruction 1400.25 Volume 1230 is the guiding requirement for the 5 year rule for all Department of Defense components. As such, the CPAC is unable to make changes to this regulation. This action needs to be forwarded thru the Department of Army to the Department of Defense for consideration.	CPAC	Closed

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-39	Redundant BAH pay for Post 9/11 GI Bill recipients	<p>Recipients of the Post 9/11 GI Bill are often dependents who reside with the Active Duty sponsor. The GI Bill pays a monthly housing allowance based on the military's Basic Allowance for Housing (BAH) rate for an E-5 with dependents. On-post housing gets assigned depending on the number of dependents. BAH/OHA depends on if a sponsor is single or has dependents. A dependent (child, spouse or veteran) who is attending a college in Hawaii receives about \$2600 BAH. In many cases dependents reside with their sponsor in on-post housing while attending college. The sponsor qualifies for larger housing due to the number of dependents while the students gets additional BAH. For example, a soldier living in Hawaii with three children qualifies for a four bedroom house. One of the children is a student (under the GI Bill) at the University of Hawaii so he receives about \$2600 BAH but resides at the on-post house. Another example would be a veteran who is also a spouse residing in on-post housing with their sponsor. The sponsor has no other dependents and only qualifies for on-post housing because he/she is married. The veteran spouse is attending college in Hawaii and also receives about \$2600 BAH. . Benefits for veterans are being reduced left and right. Annual raises for active duty are kept at a minimum for the past few years now, because of limited funds. Family Programs Army wide have been cut or reduced for the same reasons. Paying BAH for students who reside with their sponsors seems redundant, especially since the sponsor qualified for housing, bigger housing or higher BAH/OHA due to the fact that the dependent is on the orders.</p>	<p>I would revisit the qualifications to receive BAH as a GI Bill benefit. My suggestion would be to only pay BAH for those students who do not reside with their sponsor. This will hopefully save the government enough money to finance other much needed benefits for our veterans. I am thankful for everything our veterans have done for this country and I would hate for them not to be able to receive earned benefits because funds will run out at some point.</p>	None. Joint Travel regulations Chapter 10	176 th Finance	Closed

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-40	Lack of communication with Local Nationals at OCONUS locations	According to each SOFA agreement in OCONUS locations a certain amount of jobs within each Garrison have to be filled with Local Nationals. In Korea it is not mandatory for those Local Nationals to be able to speak English, which causes a big lack of communication between the workers and the customers. Customers (ID card holders) are not always able to communicate the services needed to Local Nationals. The biggest issue on the peninsula seems to be with work orders that have been called in (but not limited to that). Although problems are described in detail to the employees taking the phone call, workers come out to the residences with little knowledge about the exact problem. Since the workers do not speak any English (most of the time), residents cannot explain the details of the issue. Work gets performed, possible problems get "fixed", only to malfunction again soon because all the issues were unknown. Therefor another work order has to be called for exactly the same issue. Each work order performed costs the Garrison money.	This issue can be fixed easily by ensuring that all Local Nationals who are dealing with customers are able to communicate in the English language. This can be done by taking an English assessment test prior to being hired. If it is not possible to find skilled employees with English skills, ensure that a translator escorts them to all appointments.	Each KN employees must meet qualifications for the specific position description they are being hired for. Priority is in meeting technical qualifications such as an electrician, plumber, refrigeration mechanic, etc. They must also meet English language requirements for the specific position. At technician level, they are not required to be fluent in English but must be competent in their technical skills. English language requirements could be increased but that would significantly impact qualified job applicants. There is no translator pool that could accompany each technician on response to service orders. Area II service orders can be over 23,000 per year. Our work force has been decreased with another 10% decrease coming in FY17. There is no authorizations on the TDA to hire translators. Number of English speaking DAC positions were converted to KN positions in the past several years. What is being implemented is to provide service order technician with a POC info card they can provide to the customers to call to obtain additional information for questions they did not get from the worker.	DPW	Active Looking into options
16-41	Hours for Embassy passport services is too short	Every Wednesday, there is an Embassy passport service in the ACS building on the 2 nd floor. The scheduled hours for having passports made during school season (for kids) conflicts with being able to get there in time before the office closes. My child goes to school off post and is done at 3pm. The Embassy passport services closed at 3pm. For the Private Schools off post (CRADA, CCLC, ect.)	Extend the hours of Embassy passport services to 4 or 5pm.	The hours of the Embassy end at 4pm already. They take their last client at 3:30 due to the amount of time it takes to complete the process, so they can close at 4pm. Once they leave Yongsan they have to take the passports and information back to their offices for processing.	Embassy	Closed The Embassy is providing a service to Yongsan. These are the hours that are available and the other option is to go to the Embassy.
16-42	Starbucks gift card at PX	I brought a Starbucks gift card at the PX and realized after I made the purchased, Starbucks on post will not honor the gift card. Why is the PX selling Starbucks gift card if we can't use on post.	Remove the Starbucks gift card at the PX or put a big sign next to the Starbucks gift card stating Not Redeemable in Korea.	Starbucks in Korea is a Korean Franchise. Hence, Starbuck Korea does not accept Starbucks gift cards sold in the U.S. We will put up a sign next to the gift cards clarifying that all gift cards are valid at stateside locations only.	The Exchange	Closed Signs are posted informing customers of the limitation of the usage of cards
16-43	Approval of photography	It is hard for spouses to find a job in Korea. Many of us have given up our career to follow our husband. Some of us have found new sources to help bring in extra income. Why the Garrison will not approve my home business request for my photography? Their reasoning being that they can not approve a service that would compete with an AAFES service. I am unaware of an AAFES photography service that does WHAT I HAVE TO OFFFER. Not all photographers work the same or style. Why is the Garrison limiting what people want?	Approve local photographers a chance with their home business.	Reviewed by management. Combined with Issue 16-50, Photography, Home Business, Yongsan.	MWR	Closed

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-44	CDC hourly care	<p>I came from the UK and was able to work, my 3 year old and 18 month old was in full time CDC. Here both parents have to work in order for your child to have a FT CDC place, which seems unfair!</p> <p>All that is available for my 3 year old and my 18 month old if hourly care which is extremely limiting, firstly the system is very stressful, having to call everyday to book a week in advance is not parent friendly and is also time consuming for both. secondly there are only two spaces available for 2 year olds, this is for the entire installation! I try and call and the phone is engaged I get through and the spaces are full!</p> <p>I asked CDC why they only have this availability as I thought it was because of staffing issues but this isn't the case it's simply because that's the ratio for that room, yet there are plenty of other areas in which they could have a group of 2 year olds in a separate area there seems to be plenty of CDC that is not being used!</p> <p>I also have an issue with younger children being in the same room as a near 5 year old, children are not getting their needs met, there is play doh in the room for example and a child of 2 and below should not be around certain toys and play. I have seen bigger children lash out and they should not mix with and younger age.</p> <p>The times and hours are also very limiting and does not give a parent enough time - 8.30-12.30 and you are only allowed a limited hours I think 13 per week you can not exceed these hours.</p> <p>In addition when I do take my daughter there are times when there are very few children there and this is because of cancellations which is unfair of parents who could have used the space.</p> <p>My daughter is used to being around other children and is currently very bored. CDC hourly care does not really have a program to develop children its just a room with carers and toys.</p>	<p>I feel that the system in the way that you book slots needs to change, the hours need to change and what is offered also needs to be addressed. There also needs to be two rooms one for under 2's and another for older children.</p>	<p>All programs within CYS Services are open to all eligible patrons. Staffing requirements within a designated hourly care room are stringent and needs fluctuate continually. USAG Yongsan CYS Services is currently experiencing a staffing shortage. During such time priority for staffing must go to the full day care rooms to ensure Soldiers are able to meet their mission requirements. When all positions are filled and a considerable number of staff are cleared from oversight requirements, then hourly and part time/day programs are much more readily available.</p>	CYS	Closed
16-45	No sitting area at visitor gate 13	<p>I am at the visitor gate 13 everyday dropping my child off to school. Three school buses come to the gate. Parents are there waiting for the buses to come. I also see people waiting for the taxi. It would be great if we can have branches add to the visitor gate.</p>	<p>Please add branches to the visitor gate.</p>	<p>DPW coordinated with DES on this request. The placement of benches at gate 13 will create a force protection issue</p>	DPW, DES, DPTMS	<p>Active</p> <p>Looking for better options to relocate the Bus Stop to on the installation to release the congestion and waiting at Gate 13</p>

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-46	No bathroom at visitor gate 13	At the visitor gate 13 sign-in guest office, we were able to use the bathroom inside. My child needed to go to the bathroom after his school bus dropped him off at the gate. The guard told me he can't use it. It is not a public bathroom. I told the guard I was able to use it before for my child.	Allow children to use the bathroom at the visitor gate.	DES is researching the possibility at installing Pot-Johns at that location to handle the large population that must transverse through that point of service. The current restroom is not adequate to handle the large volume of visitors wishing to use the facility, daily. This restroom is not resourced or staffed to keep it to a high standard of cleanliness, if it were used by the general population. Recommend that sponsors advise their guests that there are no adequate restroom facilities prior to entering the installation.	DPW	Closed Portable Pottys will be placed at Gate 13 for Big Events happening on the Installation
16-47	ID card and DBIDS	Why such a long wait to get ID cards? I've gave gone there 2X and each time the wait is more than 45 minutes. DBIDS close and lunch! We do most of our business at lunch.	Please open DBIDS at lunch. Hire more people at DBIDS.	DHR spoke with Mr. Tony Ross, the ID Cards Section Supervisor. Upon discussing the issue with him, he pointed out that DBIDS is manned by a KATUSA who must be allotted time for lunch. He has an hour and a half because he must catch the bus to the dining facility and back to 1RC.	1RC	Active DHR will do a timeline study of 30-40 days to monitor workload and this information will be presented to the contracting company to request more contractors.
16-48	ID cards and DBIDS	I've been waiting for my ID issue at CAC & ID line more than 20 minutes. But number bell wouldn't move forward. So, I went to inside and check and saw only one employ at there out of 4 windows, and that she was walking & laughing loud over her cell phone (seems like personal chatting) without any customer in her booth. The 12 people sitting outside at waiting area don't know why never next number called for over 20 minutes.	Add more staffs.	DHR spoke with Mr. Tony Ross, the ID Cards Section Supervisor. Upon discussing the issue with him, he cleared that it takes 20 minutes to process a CAC card. The system does not allow processing another customer until processor completes creating the CAC card.	1RC	Active Combined with 16-47
16-49	ID cards and DBIDS	Why is there <u>always</u> a long wait for services? I cannot renew my ID because I cannot afford a 45 minutes each time. Why close at lunch? Hire more people.	Hire more people.	DHR spoke with Mr. Tony Ross, the ID Cards Section Supervisor. Upon discussing the issue with him, he suggested to contact PSDR units to ensure they are processing their Soldiers. According to him, "ID card is not an expedient process. It takes time to properly serve customers to ensure we are not issuing the wrong person credentials."	1RC	Active Combined with 16-47

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-50	Photography home business in Yongsan	<p>As a military spouse, moving is inevitable. And having second, part time income to save for our future is important. When choosing a career and what school to attend, I had to factor moving every couple of years into that decision as well as portability of the job and chose portrait and family photography. I attended an accredited school in Chicago and was working towards my Bachelor's in Commercial Photography before PCSing to Yongsan. It was shocking to hear that, while many home based businesses are approved because they aren't in direct competition with AAFES, portrait photographers were being denied. When I called to inquire about why we were being denied, I was informed that there are 3 contract photographers here that I would be in direct competition with and that I could bid for a contract once theirs was up. There are so many people here that 3 photographers couldn't possibly keep up with the demand that is needed for family photography. In addition to keeping up with photographing on Yongsan, these contractors also travel all over the Pacific between HI, Japan and Korea. While this sounds like an amazing opportunity, being the mom of a preschooler and a 5th grader, not to mention a Girl Scout leader and the primary support at home, I am not in the position to travel the world at this time. Being a photographer and photographing military families and SOFA status personnel off post in Seoul is something that I can fit into my schedule, while providing extra income to my family and being home for my kids.</p> <p>My style of photographer varies greatly from the style that is offered at AAFES and the mini mall. I don't have a studio and shoot on location and natural light. Just like Mary Kay makeup doesn't compete with the make up counters at the PX because it's different, my photography is also different and doesn't compete.</p>	Approve home business for photography in Yongsan.	Reviewed by management. The Directorate of Family and MWR, USAG Yongsan delivers through NAF Contractual Services a Professional Portrait Studio and conducts Digital Photography Classes. These programs are set as a Category B, Community Supported Family and MWR Business Model to generate income and aid in the support of cost incurred for delivery of Arts and Crafts Services overall. In discussion with the Army, Air Force Exchange Services, AAFES General Manager, they to under Contractual Services, offer through their ARCADE Outlet a Photography-Portrait Studio Business. As we have these two quality programs set in place, Family and MWR is in agreement with AAFES that non-concurrence of this AFAP issues request be considered as it regards Home Base Business request of our serving forces and their family members.	MWR	Closed

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-51	Yongsan does not allow rotations/clinicals for nursing students who are not attending military institutions	<p>The Army does a wonderful job of saying they promote education for spouses. However, Yongsan does not allow rotations/clinicals for nursing students who are not attending military institutions (not social workers, to my knowledge). My husband and I specifically requested a command-sponsored tour, because I knew of Army institutions that had allowed nurse practitioner students to complete clinicals on post, specifically a spouse who attended university in Alabama and completed clinicals on post in Germany. If I had known, my husband would have chosen the 1-year unaccompanied tour and I would have completed clinicals in the U.S. Now all of my stuff is here, making it far more difficult for me to move back to the U.S. to complete school. Additionally, that would be done at our expense, since I would be moving before our DEROS.</p> <p>This affects any spouse who accompanies their service member to Korea while in a school that requires medical rotations/clinicals. Since clinicals are allowed on other Army installations, this unknown exception at Humphreys could cause families to choose between keeping their family together or quitting school and derailing a career for an undetermined amount of time.</p>	<p>I am unaware of any military schools that are doing rotations/clinicals on post here in Korea. So the rule about only government schools seems rather pointless. I would not be taking time away from any military student. Support service members and their spouses by allowing clinicals/rotations to be completed on post, for both nurses and social workers. I've already been solicited to volunteer with the clinic, so why can't I do clinicals? This should be allowed, but if doing it for free isn't possible, perhaps work out a contract for nurses who complete clinicals. I would love to serve the military. Perhaps 1 year of working for the military clinics/hospitals for every semester of clinicals?</p>	None. This is not a training hospital.	121	<p>Closed</p> <p>Information will be placed on the Military Homefront Website to inform the spouses PCSing to Korea that the Hospital does not provide this service.</p>
16-52	Employment opportunities for children/youth except at the Commissary and Gusto Taco	Employment opportunities for children/youth except at the commissary and Gusto Taco.	Open jobs at food courts and movie theater to youth and not exclude them and hire adult only and local nationals.	While this recommendation has merit, I think the Garrison has a centralized job information center and assistance organization. In addition, this item seems to be addressed towards the AAFES organization and not the CPAC. There are multiple employers on post beside the CPAC with their own HR sections. DHL. DOD Schools, private contractors, AAFES, Embassy and others. This is not a CPAC issue but rather a garrison issue for centralized job information center thru the ACS department.	CPAC	<p>Closed</p> <p>The Employment Readiness Program at ACS is available to assist in locations of available employment.</p>

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-53	No competitive gymnastics or cheerleading for youth on post	No competitive gymnastics or cheerleading for youth on post creates a void in progression of those who compete.	Initiate a program for cheerleading, tumbling, and gymnastics in the CYS programs or MWR.	CYS Services offers baseline sports programs as well as additional individual and team sports based on a number of factors. The goal is not just limited to skill development but to the development of the entire child and/or youth. Games are played against other military youth teams within specific districts throughout the year. Historically, as youth progress and enter high school they compete on high school teams which are geared toward competitive play and advanced skills rather than with CYS Services sports teams. While there may be competent individuals in a community who are able to 'coach' a sport there are many other factors that must be considered such as ability to sustain a program, designated location for the sport or activity, ability to obtain equipment, storage of related equipment, opportunities to compete against others in their sport, etc. We currently do not have a designated location for a gymnastics program, no location for storage of equipment and no other Garrisons to compete against who offer gymnastics. Cheerleading is offered through CYS Sports in order for youth of all ages to have fun and participate. It is not designed to be a competitive activity.	CYS	Closed CYSS is not designed for competitive sports. It is designed to introduce a sport and provide options for the youth.
16-54	Housing sits vacant	Housing sits vacant for months and nearly years while they inform new families there is no available houses on post and push them off-post.	Make homes on-post a first come/first serve basis and open housing to all grades. Don't segregate housing. We are all soldiers.	The Family Housing occupancy rate is currently 94% and trending upwards. There are not any housing units sitting vacant for extended periods of time since this past summer peak season. Every effort is made to assign eligible Command Sponsored families within 10 days of their arrival. The Housing Division continues to monitor occupancy rates and trends and reports findings to the Garrison Commander. Eligibility for Family Housing has been extended to include Command Sponsored Families in the ranks of O-1 and above and E-7 and above.	Housing	Closed

16-55	Modify army spouse traditions to reflect today's society	<p>Army Spouses social coffee group is currently for officer and senior enlisted spouses and should be opened to all spouses regardless of the service member's rank. As long as we have a social coffee group based on "junior enlisted spouse" or "officer spouse" we are creating society of segregation and giving army spouses a rank. Dividing spouses by having an exclusive social coffee group in United States or Overseas isolates the spouses. Spouses PCS with their soldier and moving causes a lot of stress and loneliness. When we provide a social group and informal support group for the minority of spouses we are abandoning the majority and denying them the opportunity of building strong friendships and support. As result of this culture we are also hurting our spouses and disconnecting them. This concept of officer and senior enlisted social coffee group basically sends the message to enlisted spouses that we don't want to socialize or be connected to you "junior enlisted spouse". And this in turn weakens the "army" family. We regularly hear the saying "to have a strong army we need strong families" but the reality of the "social coffee group" based on rank only weakens our enlisted army families. We are currently not providing any mentoring the junior enlisted spouses this leads to unrealistic expectations of enlisted spouses. Officer spouses benefit from the coffee social group and develop mentoring relationships with senior spouses. That prepares the officer spouse for leadership roles. However for enlisted spouses when the soldier becomes a First Sergeant, there is an unrealistic expectation for the husband or wife of the First Sergeant to become a leader and mentor junior enlisted spouses. COMMON ARGUMENTS AND COUNTER ARGUMENTS:What do I have in common with a 21 year old specialist spouses. - My response what do you have in common with a 21year old second lieutenant spouse and she is allowed to join coffee social group. Enlisted spouses are not educated. -In today's modern world both enlisted spouses and officer wives are being educated. However education shouldn't even matter I have master's degree and some of greatest army friendships are with spouses with high school educations. We need to meet where we can talk about our spouses work and not have other spouses listening to the conversation and officer wives have different concerns. - Spouses do not wear their husbands rank and just like sexual harassment where the army is demand a change in culture, we as spouses need to modify our behavior. Spouses becoming friends lead to fraternization and dangerous territory for the soldiers - soldiers are aware of rules governing fraternization. Spouses support the soldiers for the most part and will not cross this line.</p>	<p>Allow all ranks to be in social coffee group.</p> <p>According to a popular book that is commonly recommended to new army spouses <i>The Army Wife Handbook</i> by Ann Crosley today's military coffees serve a dual purpose:</p> <ol style="list-style-type: none"> 1. They provide the wives of the unit an opportunity to become acquainted in a comfortable, relaxed atmosphere. The friendships that result form the basis for an informal support system. 2. Coffees held on a regular basis give the coffee group an opportunity to exchange information about upcoming events in the unit and community. <p>So if this is the purpose of the social coffee group shouldn't all the spouses be allowed to enjoy the benefits described above? All spouses' experience the same sacrifices and challenges equally therefore I do not think it is right to continue to ignore the majority of spouses who also need to benefit from this "informal support system."</p>	None.	Command	<p>Closed</p> <p>There is no such thing as a coffee group. If information is needed the FRG is the best avenue to receive information.</p>
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#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-56	Long wait to get appointment for child physical check-up	I understand it is hard to get doctor appointments with so many people in Yongsan. I was trying to make an appointment for my child physical for school and CYS. I don't want to take up the time for people that are sick and really need to see a doctor. Why can't they have a doctor focus on physical check-up for school or CYS?	Have a program for parents to call for physical check-up for school and CYS. There should be one doctor that focus on this program especially during high peak when school is about to start or CYS open registration.	121/BAACH coordinated with CYSS in August and September to ensure all CYSS patrons had the correct information regarding physicals. Contrary to common belief, CYSS will accept physicals from any licensed physician, which includes off-post providers. We also worked to ensure that all CYSS patrons had the correct information regarding how to efficiently obtain Space Available appointments at the Pediatrics Clinic and Patient Centered Medical Homes (PCMH), and included the contact information for the four PCMH front desk extensions. 121/BACCH initiated a Performance Improvement project focused on reaching out to members of the garrison who are stakeholders in ensuring Pediatric Health to identify where we can proactively improve processes to minimize administrative burdens on parents while optimizing children's health and participation in Garrison sponsored activities. We have good access to care for Tricare eligible enrolled beneficiaries. Space available beneficiaries might have experienced access to care that was not as good as enrolled beneficiaries. The final action that we are taking is opening up enrollment to more eligible beneficiaries to reduce our space available category of beneficiaries, which should improve access to care for that previously non-enrolled population.	121	Closed

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-57	Cars are not stopping at the Itaewon Acres school bus stop during the morning loading time	The elementary school buses (6 and 30) pick up children at the bus stop across the street from the housing area. The buses arrive at around 7:15am and do not depart until 7:27am. Per regulations, cars are supposed to stop and wait during the time buses are loading and unloading. Some cars stop; some cars stop and then are waved through by the bus driver, and some do not stop at all. This is a safety issue as kids are crossing at the crosswalk which don't have clear sight lines.	This could be resolved by eliminating the need for the children to cross the street, or providing traffic controls to ensure that the children can cross safely without requiring drivers to drop and wait for an excessive time while the buses load.	There are 2 school buses that pick-up and drop off students at the Itaewon Acres authorized bus stop; Routes # 6, and #30. The buses that serve this stop enter the garrison through gate #6 and drive the least restrictive way to the stop. The school bus routes are on a tightly-timed schedule as most buses are double committed – meaning they have another run immediately following their student drop off. When planning bus routes, use of existing stops are considered as they are a part of the established installation footprint. The particular stop in question is safe and has been in use by DoDDS for over three years, and even longer as a Post Shuttle Bus stop. There is a visible crosswalk for use as well as a bus shelter in a highly visible location. All buses are required to stop during loading and unloading of passengers. Due to the number of students at the stop, the bus is parked for an extended period of time as all students don't arrive at the same time. Everyone must remain vigilant and alert to our surroundings. I encourage all who see a driver not stopping to report that vehicle immediately to the MP Desk or visit the MP Desk to complain. Unfortunately, a request to put the bus stop on the other side is not attainable as this would increase the route time, and there is no designated bus stop available.	DES	Closed
16-58	School crossing guards	It is difficult to see them. They blend in with the road. Reflective vest do not help. They need BRIGHT CLOTHING. They are at risk being injured. A chain reaction could occur that could lead to other injuries.	A neon jacket that would make them visible from all direction. In the middle school area, make kids use the stairs. That would remove one crossing guard.	MPs Traffic Control Monitors (Traffic Control Points) / School Crossing guards are operational prior to school, lunch, and end of the school day. All MP TCP are highly visible by wearing bright orange 3M reflective road guard vests and control traffic with two 18 inch orange wands. The school zone is 25 KPH, giving every driver an opportunity to recognize and observe the school TCPs.	DES	Closed
16-59	Traffic light at DHL after school	Between the hours of after school through 4pm, there is no traffic light or crossing guard between DHL to the south chapel. It is very dangerous driving and crossing at that interaction.	Keep the traffic light during the hours of after school through 4pm or have a crossing guard there.	There are manned MP Traffic Control Points along 8th Army Blvd that are available for use by pedestrians and vehicles. For example, entering at IX Corps road allows access to the DHL and surrounding facilities. The PMO is also completing a traffic study to recommend a method to alleviate peak traffic periods that require assistance both for pedestrians and vehicular traffic for short periods of time that cannot be accommodated when the blinking caution light is in use. When the traffic light is operational, according to the traffic planned cycles, there is a customary traffic delay.	DES	Closed

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-60	The United States Flag or any holiday type Flags are not present on 8 th Army Drive on holidays	The main post road is like a town main street in the United States. However it is <u>never</u> lined with the U.S. Flag to commemorate holidays like Memorial Day, Flag Day, Fourth of July, Veterans Day, etc. The Flag should be present on light pole or telephone poles on the main post road. Right outside post, there are countless Korea Flags all year.	Invest in U.S. flags and decorate the main south post in main street with the Flags. Preferably Flags made in the U.S.A. When the Garrison moves to Humphrey, reassign the Flags. If you cannot find \$ to buy flags, Ask organizations or families to sponsor a flag. Make our post more in line with our tours from home more of a community feeling rather than generic look.	None	Command	Closed There is 1 US Flag that is flown on the Installation and it is at USFK Headquarters. All Flags flown on the Installation must be flown in accordance with the Regulation.
16-61	Days and times for car seat installation and inspection	Highlight the days and times people can have car seats installed and inspected at the fire department in community connections. This information is obscure so make it more prevalent on the new Yongsan App. It is the Fire department or Military Police? Need to be clarified.	Add to Yongsan app and place information in community connections. Include in all CDC Kids Days. Advertise on U.S. Army Garrison Yongsan Facebook instead of ACS Facebook has very few likes not as visited.	Parents should contact the Fire department form Monday-Friday between: 0800-1600, at DSN: 738-5200 to schedule an appointment for the next day. Fire personnel will be there on that day and time to assist them. If it is a specific issue with a child car seat, please contact the same number to see, if a fire fighter is available; otherwise, please make an appointment.	DES	Closed
16-62	Pressure to tip baggers at Commissary	Pressure to tip baggers at Commissary - especially when there are an over abundance of baggers because of few cash registers open. Customers at the Commissary feel pressure to tip the baggers in cash while some may prefer to bag their own groceries or even teach their children how to bag groceries (as a helpful chore) but there is too much pressure to always have cash (and enough cash) when there is even more than one bagger when you only have for example 10 items. I've had on more than one occasion a bagger who tapped me on the arm to "remind" me to tip him as I was getting my things read to head out the door.	If baggers work only for tips and tips are given voluntarily for good service, customers should have the option of <u>not</u> having a bagger or tipping in a jar as opposed to handing it directly to the individual bagger.	There is a system in place to report baggers to the bagger in charge and that bagger can be suspended for pressuring for tips.	DECA	Closed

16-63	Post bus route	Post bus does not support soldiers getting to PRT since 17 doesn't run until after PRT starts. The fact that there is not an opposite route cause undue delay and frustration. You cannot get from housing areas to hospital w/o changing buses or waiting at bus station. The same is true for CP coiner.	Extend hours add buses with reverse route.	<p>1. PRT Bus: Making changes to the current shuttle bus schedule is not cost effective based on the number of ridership. And IAW 8A Command Policy #19 (Physical Readiness Training (PRT)), traffic should be reduced to a minimum.</p> <p>(a) Shuttle services are not provided for the benefit of only a few individuals but are designed around the majority of personnel. Any shuttle services beginning prior to PRT, historically have only had one or two riders for the whole time until 0700 when other personnel start arriving for their duty day. It is not cost effective to operate buses without riders. Changing the shuttle bus to start at 0600 hours will incur an increase in number of drivers and operating costs, this could be done if there is an offset in services somewhere else in the schedule.</p> <p>(b) Part of the consideration for the PRT times schedule was the reduced level of traffic during the first hour of PRT, adding buses for shuttles services will increase traffic, and reduce the safety of personnel participating in group runs and negates the benefit identified in the initial planning.</p> <p>(c) The current schedule to operate shuttle bus from 0700 fully supports the majority of transportation requirements to transport personnel in a timely manner without congesting traffic on post during PRT hour and allows for the other scheduled buses to operate when needed.</p> <p>(d) The LRC is willing to change bus schedules to meet the majority of the personnel assigned to USAG Yongsan. If there is a general consensus that earlier buses are better than later buses, we can make the adjustment. Usually when we change a schedule for a few it negatively impacts the majority. Any changes made to current bus schedules should be vetted across the Garrison Community before being implemented.</p> <p>2. Opposite Route: The current routes are designed around the road infrastructure on the Post. Trying to run reverse routes duplicates buses for most of the Post shuttle stops. Yes, if a person does not want to go to Camp Coiner before going to the Hospital from Gate # 6 they would have to change buses and wait for up to five minutes before the connecting bus arrived. Providing reverse routes would double our driver and bus requirement and there would be buses stopping within three to five minutes of each other going to the same location. Our ridership is already small with the current routes we run increasing the number of buses and drivers will reduce ridership per bus and be extremely in efficient and extremely costly. We could not justify the increase in funding requirements to execute this.</p> <p>(a) The current Post Shuttle Bus runs every 15 minutes from 0700-1000 and then every 20 minutes from 1000-1800. Recommend following</p>	LRC	<p>Active</p> <p>A trial run will be conducted to see if an earlier bus time is needed</p>
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#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
				actions to take by customers in using Post Shuttle Bus. (Note: example is a reference) (1) Example: Customer traveling to 121th Hospital from bus stop #17. At stop #17 (DPW AC & Refrigeration section), take the 0721 bus and get off at bus stop #22 (Fire Station) arriving at 0728. Walk across the street to the bus top #3 (Seoul American Elementary School). Take the bus departing at 0734 heading to the hospital. He/she can arrive at the hospital at 0739 and the total time spent riding the bus is approximately 18 minutes		
16-64	The new schedule at SAHS is bad for students and teachers	The new SAHS schedule is harder for everyone. The teachers have no time to teach in class and the students have extra books to carry and more homework to make up for lack of classroom instruction. Also extra time wasted in passing periods.	Change back to the old schedule.	This statement suggests that everyone is having difficulty with the schedule and that is an inaccurate statement. It is true that some parents and students are having difficulty with this change, but they do not represent the entire school or the entire staff. Teachers will always have a bit of difficulty with a change, but there is more focused time for teaching than with the old schedule. In a block schedule, there is 80 minutes available to teach. The reality is one lesson is taught and time is given to work on the material. In a daily schedule, one lesson is taught each day rather than every other day and that is increased instruction and access to material on a more regular basis. It is more difficult to forget what was taught when the class meets again the next day. Building on prior knowledge, picking up where we left off and practicing the skills flow much easier when students have access to teachers every day. There are growing pains with every change. As we identify the specific areas of concern, we can address those concerns. We do not need to throw the whole plan out because there are growing pains and adjustment problems.	DODEA	Active The school is in the process of collecting data to see which schedule works better. Any questions can be referred to the administration
16-65	Adult baggers hours at the Commissary should be limited	High school students are very limited to employment on post. Basically they only way for high school students to earn money on post is bagging groceries at the Commissary. The money they can earn there is limited because there are so many Korean nationals. Our high school students do not have opportunities here like they do in the states to find part time jobs. Jobs that high school kids are qualified to do such as fast food, movie theater, PX, etc. Are all filled with Korean nationals (which I am aware is because of the SOFA agreement), so taking the one opportunity to make a little extra cash away isn't fair.	Limit the hours the Korean nationals can bag groceries at the Commissary to school hours. Allow only the high school students to work after 1600 and on the weekends. This is the way it is done at other (not all) overseas installations. Find the courage to "riffle feathers" if need be and make it more for our high school kids.	Reducing the hours of senior baggers as a way to give new baggers more work time will have to be reviewed and approved by the head bagger, our Agency, and the Garrison. This consensus is necessary to ensure compliance with the baggers' contractual agreement.	DECA	Closed

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-66	Teaching contracts at the Arts and Crafts Center are very limited	The Arts and Crafts Center only allows one person to have a teaching contract in each art medium (area). For example; only one person can have a contract to teach photography. Only one person can have a contract to teach sewing/quilting. This limits other people/teachers from having an opportunity to teach and limits "fresh blood" and new people with new ideas, techniques, and talents.	Allow more than one more in each art medium to have a teaching contract. I have lived on 5 other military installations, where I have taught classes and this is the first one that has only allowed one instructor per art area. Our last duty stations have 4 sewing/quilting contractors and three photography contractors. They also actively recruit new instructors to keep new classes coming in. The instructors worked together and took turns with the classes and classroom space. This allowed more classes and a wide variety of classes to be taught at the Arts and Crafts Center. It also allowed for more people to earn money and created revenue for MWR.	Reviewed by management. The Yongsan Arts and Crafts Center has a very active and versatile crafts program ongoing and does so with the use of many contractual personal service providers offering a variety of mediums in delivery. The facility main building, # 4253, first and second floor is the main stream for programs delivery. Building #4254 is principally occupied by the Woodcrafts Shop and second floor for storage. Space limitations are also a factor in consideration for additional classes to be conducted (shared) simultaneously. Revenues gained through sales and services for FY 15 was \$ 53,846.53 (October-August). We will review the look at accommodating per space availability, additional contractual classes to bring on board for FY 16.	MWR	Active There are two contractors in the hiring process
16-67	There is no place on Yongsan for FRG's and/or community group to meet	Meeting space on post is non-existent unless you want to pay to use Commiskey's. FRG groups, because they are Army mandated, should not have to pay to hold a unit meeting or function (Christmas party for families, baby showers, etc) Other groups such as book clubs, knitting clubs, pre-school moms, etc. need to have a free place on post to meet. Army post in the states have community use rooms, we should too. It is even more important overseas because you do not have the same sense of community as you do in the states.	Have a space on post for groups to use free of charge.	There are multiple locations on post that FRGs can use in lieu of Commiskey's. They can utilize facilities that units have already been assigned. Chapels are available for large groups; there are MPTFs that can be used; ACS has a large room that can be used, there is the Yongsan conference center that can be reserved. All the above and other training facilities can be coordinated and reserved for use by FRGs at no cost.	DPW	Closed FRG is welcome to use ACS Classroom, Yongsan Conference Center, Commiskey's, and Unit's meeting areas for meetings. The rooms at ACS, Yongsan and Conference Center cannot be used for parties, baby showers, or private events. Commiskey's can be used for these events for a fee.
16-68	Each duty station requires a new background clearance to volunteer with kids	Every duty station requires a new background clearance packet and fingerprint card to be submitted in order to volunteer (Chapel, youth sports, girl scouts, etc). The packet is time consuming and the turnaround is generally 3 to 4 months. This has to be re-done at <u>Every duty station!</u> We should not have to wait months to volunteer each time we move.	Create a database with the background clearance info. Update the date base periodically (3-5 years) and provide a provisionally clearance while the update is in progress.	We don't have control over this issue at the installation level. An RFI has been sent to IMCOM for guidance.	DPTMS	Elevated This AFAP Issue has been elevated to the General Officer Steering Committee

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-69	Hourly childcare	There is only 1 spot for infant (6 weeks -12 months) hourly childcare daily, 11 spots total. This is insufficient. There should be at least 3-4 spots available for infants. Longer hours would also be beneficial. The lack of available spots makes it difficult to use reliably.	Expand the slots available for infants to make the care ration for the age group. This would offer more care options for stay at home parents with infants.	Staffing requirements within a designated hourly care room are stringent, and needs fluctuate continually. USAG Yongsan CYS Services is currently experiencing a staffing shortage. During such time, priority for staffing must go to the full day care rooms to ensure Soldiers are able to meet their mission requirements. When all positions are filled and a considerable number of staff are cleared from oversight requirements, then hourly and part time/day programs are much more readily available.	CDC	Closed
16-70	Donation of any compensatory time (Comp Time)	To be able to donate (comp time) to a fellow employee via voluntary leave transfer program.	This will have to be pushed OPM.	The guidance for use of compensatory time is within the purview of the Office of Personnel Management and the Title 5 of the Code of Federal Regulations. As such, any changes recommended for the use of compensatory time must be submitted thru the Department of the Army to the Office of Personnel Management and a recommended change to the Code of Federal Regulations.	CPAC	Closed
16-71	Lack of home based business approval or the process of HBB approval especially regarding portrait photographers	It is nearly impossible for portrait photographers to get approved by HBB because they state we are in competition with the poorly run and poor quality mini mall studio. This affects all photographers as well as families on base. We are already away from our families and by refusing to approve photographers you are eliminating one major away that we can keep in touch with our families back home. Now not only did your family back home miss anniversary holidays, holidays, births, engagements and babies but you don't even have high quality photos to share the experiences. There are a slew of talented photographers here that provide exponentially higher quality and more personalized photos than the studio in the mini mall possibly can. The mini mall cannot take family photos at the palace, temple, during cherry blossoms. They cannot be present during a new babies birth or come to your home to photograph your new baby and they can't provide high quality photos of your child's birthday party. By rejecting this service you are neglecting soldiers and families who are desperately trying to stay connected to those back in the states.	Approve portrait photographers to run home based business! The current process where our AAFES competition gets to choose whether we are approved or not is a complete joke and only fully AAFES making more money and not actually quality of life for soldiers and their families.	Reviewed by management. The Directorate of Family and MWR, USAG Yongsan delivers through NAF Contractual Services a Professional Portrait Studio and conducts Digital Photography Classes. These programs are set as a Category B, Community Supported Family and MWR Business Model to generate income and aid in the support of cost incurred for delivery of Arts and Crafts Services overall. In discussion with the Army, Air Force Exchange Services, AAFES General Manager, they to under Contractual Services, offer through their ARCADE Outlet a Photography-Portrait Studio Business. As we have these two quality programs set in place, Family and MWR is in agreement with AAFES that non-concurrence of this AFAP issues request be considered as it regards Home Base Business request of our serving forces and their family members.	MWR	Closed
16-72	Condom Restriction	Condoms are now restricted to 18+. As a young adult and an older brother I would prefer my siblings are able to keep themselves safe in whatever they do. Making the purchase of condoms 18+ put countless teens on this base at risk.	Re-allow teens to purchase the condoms and remain safe. I want to point out there was no age limit prior.	There are no restrictions on the sale of regular condoms. There is a restriction to the sale of condoms with special features.	The Exchange	Closed AAFES and Commissary do not limit age

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-73	No bathrooms are available near the Ichon gate	There are no bathrooms available near the Ichon gate since the one in the sign-in center has closed for the public and became staff only. This affects anybody who is in the area in desperate need because the next nearest bathroom is the gym or subway, but you have to pay to pass the gate. This is a problem because if someone really has to go, they have to go far or go in their pants just because those working at the sign-in station near Ichon won't let them use it even though none of the working people are using it.	Please reopen the bathroom at the Ichon sign-in station for public use.	DES is researching the possibility at installing Pot-Johns at that location to handle the large population that must transverse through that point of service. The current restroom is not adequate to handle the large volume of visitors wishing to use the facility, daily. This restroom is not resourced or staffed to keep it to a high standard of cleanliness, if it were used by the general population. Recommend sponsors to advise their guests that there are no adequate restroom facilities prior to entering the installation.	DPW	Closed Portable Pottys will be available at Gate 13 during big events on the Installation
16-74	Cleanliness at the gym	Men urinal near weight room is disgusting with old urine on the sides, has not been cleaned in months. Crossfit room not vacuumed daily.	Clean urinal and vacuum crossfit mats and room	The facility management team and staff have been verbally counselled on the monitoring and surveillance of the contractual custodial contract. Additionally, advised to ensure that the rest rooms are checked periodically throughout the day to ensure appropriate supplies services are on hand for hygiene purposes. Designated Staff on duty as well as patrons who utilize the equipment are required to maintain standards, wiping down equipment after use, policing the area, cleaning off mats and keeping the environment in a sufficient clean state throughout the course of the duty day.	MWR	Closed Money was added for cleaning of the facility
16-75	Lack of bathroom at the Ichon gate	In the sign-in lobby there was a publically accessible bathroom, which now read "Do Not Use" and the staff insist it's only for their use. They told me to use the Ichon station bathroom but you have to pay money to pass the subway gates to use that bathroom.	Either add more bathrooms in that area or re-open the now "staff" bathroom.	DES is researching the possibility at installing Pot-Johns at that location to handle the large population that must transverse through that point of service. The current restroom is not adequate to handle the large volume of visitors wishing to use the facility, daily. This restroom is not resourced or staffed to keep it to a high standard of cleanliness, if it were used by the general population. Recommend sponsors to advise their guests that there are no adequate restroom facilities prior to entering the installation.	DPW	Closed Portable Pottys will be available at Gate 13 during big events on the Installation
16-76	There are people on this base who talk about prostitute in public areas	I was on the bus with my younger brother and there were 2 soldiers talking about how they "pulled out" and how they "made the girls scream" and I think that's not okay for a family community because there are young kids on this base.	Please set restrictions on what people can say depending on where they are on this base because there are kids.	Will have this part of the discussion at the next mentorship meeting	Command	Closed Remember we are all responsible for a disciplined community, everyone should enforce it and speak up.
16-77	Hypocrisy of some soldiers on this base and the army/military community	People say this base is "conservative" but there are always soldiers who go out to illegal prostitution places and I hear they do it by having fake IDs they use so the place cannot tell they are soldiers and they go to bars and drink until they are drunk and make stupid decisions and have rowdy behaviors. This affects society, specially the Korean society, because this exact behavior is what sparks protests and makes the army/military community look bad.	This can be resolved by instilling true military values of being respectful to a host country. Please increase restrictions on illegal places because some people on this base still manage to create havoc and do illegal things.	There are places that are off limits and can be found on the USAG Yongsan App as well as the facebook. Encourage all to report.	Command	Closed

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-78	No automatic/ handicap door openers for bathrooms at hospital	No automatic/ handicap door openers for bathrooms. People on creetches or in a wheel chair have problems opening the heavy doors.	It can be resolved by adding a button that can be pushed for the door to open automatically.	121/BAACH does not have any handicap accessible bathroom doors in our facility as it was not required by code when our facility was built and/or renovated, nor has not been raised as an issue to date. In response to this inquiry, 121/BAACH conducted a facility assessment and identified two bathrooms on the first floor of our main medical mall to install automatic door openers. These bathrooms are the largest in our facility and most appropriate for patients/staff/visitors that are not able to ambulate without assistance to use without assistance. We are assessing the renovation needs and purchasing the equipment to install and estimate the work to be complete before the end of the Calendar Year.	121	Active Will monitor and provide updates
16-79	Dress code	There is a lack of consistency in the dress code application in our schools. There is discrimination when the application of the dress code is enforced. There are hard feelings. Personal, self esteem, damage amongst our students need to focus on their studies not clothing.	Uniforms in the schools. Good for our children and their learning. Good for economy Korean and American. Korean already sell uniform. Contract with one of them to sell on post. Families have hard time finding clothing for children here this would make a significant difference. Uniforms are longer lasting than regular clothing and cheaper.	Each Seoul School Complex School maintains a dress code. The High School Dress code mirrors the installation policy. The policy is also shared with parents and sponsors on a weekly basis. Parents and sponsors have been asked to review the guidelines with their students. The high school does a dress code check daily – at the beginning of the day or during morning announcements. Students with infractions are sent to the office to fix the issue (i.e. change into provided clothes or wait for parents to bring appropriate clothing). At the middle school, students that violate the dress code are required to change into something that meets the dress code. If we don't have something for students to wear and return, the parents are called to bring clothing that meets our dress code.	DODEA	Closed

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-80	Dragon Hill Lodge not accepting pets	Many families come to Korea for the first time and pets are part of the family, some pets are too old and too stressed out already to be put in the kennel, as in the case per my pets who developed pneumonia and it is a result of the trip land who could have die if immediate attention action was provided.	The Dragon Hill Lodge can designate a few rooms as "pet rooms" as many other hotels servicing soldiers do.	<p>No action taken for the following reasons: This recommendation would be a relatively short term convenience for pet owners but is not a necessity. Dragon Hill Lodge already provides a location inside of the hotel for pets until pets can be moved to the Yongsan MWR Pet Care Center. This procedure has been in place for many years with no known incidents or problems. Dragon Hill Lodge has 394 Guestrooms and with 100% occupancy on many nights, all of these rooms are needed to support the local Military Market. If pet friendly rooms were to be created, a block of these 394 rooms would have to be taken out of the inventory and designated for pets. Similar to challenges with designated smoking rooms, the requirements change every day. Regardless of how many rooms are designated "pet friendly", on almost every night of the year, there will be some guests without pets who have to stay in a pet room because these are the only available rooms (frequency will increase if there are a larger number of pet friendly rooms). There will be also be some nights when guests with pets have to stay with their pet in a room that hasn't been renovated for pets because all of the pet rooms are occupied (frequency will increase with a low number of designated pet friendly rooms). In addition to the above, there are other downsides for other hotel guests if pets are allowed in guestrooms:</p> <ul style="list-style-type: none"> Some unattended dogs will bark and disturb guests in neighboring rooms Some younger dogs will chew on furniture Some follow on guests with allergies will have problems no matter how well the room, hallways or other common areas are cleaned. It is also difficult and sometimes dangerous for Hotel Staff to attend to guest rooms with pets inside. For PCS families who sometimes stay in the hotel for periods in excess of 30 days, the potential of not being able to properly clean and serviced a room for an extended period of time with an animal inside is problematic. Considering that the recommended proposal is a short term convenience and a necessity for a relatively small number of people, the current procedures remain in effect. The Yongsan Community already has a facility that provides Pet Care for arriving Service Members and the Dragon Hill Lodge already has an adequate temporary location for pets upon arrival. 	DHL	Closed Will add pet information to sponsorship packets

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-81	The shuttle bases do not have STOP signs on them	The shuttle buses make frequent stops. Sometimes, drivers don't realize and pass even when they are loading/unloading especially if they are on the opposite side of the road. This creates dangerous situations for drivers and pedestrians.	Having stop signs that swing out can help remind drivers to stop.	<ul style="list-style-type: none"> The shuttle buses are not equipped with the swinging STOP sign as one would normally see it attached to the public school buses in the states. Each bus has a signed posted with the message in both English and Korean, "Do not pass when loading or unloading" in front and back of the bus. Each personnel obtaining driver's license (i.e. USFK Form 134EK "USFK Motor Vehicle Operator's Permit" or OF 346 (US Government Motor Vehicle Operator's Identification Card") is informed and tested not to bypass a school buses / shuttle buses parked or stopped adjacent to a roadway coming from both traffic directions while the bus turned on an emergency flashers to load and unload passengers. "Vehicles operators will not pass or overtake a school bus or shuttle bus stopped on the traveled portion of the highway when the buses are being used to receive or deliver passengers, as indicated by flashing lights or direct observation." (Reference: USFK Reg 190-1, para 4-3; para 4-2; Appendix B, B-21). The vehicle damage or bodily injury can occurred when the vehicle operator failed to obey the traffic law or their lack of attention to their situation. Therefore, current practice in stopping vehicles from each direction while an emergency light is turned on by bus is sufficient and effective in effort to avoid possible injury or accident. Installing a swinging STOP sign, cost to replace or maintenance to each bus will incur increase of funds. In addition, current "Do not pass..." message posted in both front and rear bus is effective. 	LRC	Closed

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-82	Forms of communication with school and parents	Internet/web based communication should not be the main form of communication with parent. Everyone is not tech savvy and may not have a home computer.	Install an automated phone calling service and or group text for important and or immediate information to parents.	This issue was sent to command at the AFAP by the delegates for resolution.	DODEA	Closed Information is provided to parents via the USAG Yongsan APP, AFN, Facebook, and anyone is able to call the administration to inquire about any information. The automated system, like the one in the states, is not able to be used here because the phone numbers here are not compatible with that system.
16-83	long lines in the Commissary ad lack of cashier	There are not enough cashiers working in the Commissary at any given time.	Add to self-checkout lanes to the check out lines.	The Commissary has experienced several sponsored family member resignations during the peak PCS season. There was also a shutdown in the background check system, resulting in much more time needed -- beyond the usual 6-8 weeks -- to replace 8-10 cashier vacancies. At the end of November and into December, the Commissary expects to on-board five new employees, with more new hires expected in the following months.	DECA	Closed
16-84	Married Soldiers not identified being married	Affects every married military person. The issue is married service members not being honest regarding marital status.	Each married service member should be registered to wear as a part of the uniform (daily dress) some type of identification that signifies the SM is married (i.e wedding band during non-duty hours or during non-work related activities).	None	Command	Closed

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-85	Coach sport volunteers, school volunteers, and many other volunteers require background checks that take a long time	The problem is most people are background checked to even be on post with an ID. So much money spent for these checks. So many missed opportunities because of these check. Late starts, etc	Let sport activities begin even if background checks are "in process" except for travel to other sport events especially for 10 and under because parents required to be there anyway. Coaches and kids are never left alone. There are always so many parents around. Then pull coaches if a background check issue arises but start the season on time. Are these checks ever denied? Share and cross use school and sports background checks. Save hassle, time, and money. Cross use wherever you can on post events.	CYS Services employees and specific volunteers are required to obtain childcare background checks, which are more stringent than general checks required to work on post. New employees may begin working with CYS Services once all Installation Record Checks (IRCs) are completed with favorable results as long as they remain within line of sight of a supervisor (LOSS) who is cleared until national results are received and reviewed. Due to the number of sports teams and various locations of practices and games, it is not possible to ensure all coaches remain under LOSS. Therefore, the U.S. Army determined coaches are not able to begin volunteering until all checks have been cleared. While the process can be lengthy and result in delays for those wanting to volunteer, it is intended to ensure protection and safety of our children. In response to the question of whether any checks are ever denied – many individuals are found 'not suitable' for employment with children or to volunteer around children based on previous offenses.	CYS	Active Will continue to Monitor
16-86	Recently Taekwondo (CYSS) increased prices by 15%	A letter was sent home with notification. Parents were given two weeks notice for increase. Letter did not state reason for increase. Explanations to parents understanding the business reason for SKIES or CYSS increases are necessary. If you write a letter, spend money photocopying letter, Add why the increase.	Add why the prices are being adjusted to ALL communications. For example, the prices have not been increased n X number of years. For this increase, another instructor will be added. Or cost of equipment has increased, etc. You have our business. Give us the service we deserve. Add value proposition especially for increases over 5%.	The contracted Taekwondo instructor had retained the same price for over 10 years and increased his price during his most recent contract renewal due to inflation and the number of youth enrolled. The percentage received by CYS Services remained the same and all monies received as a result of the increase went directly to the instructor. CYS Services will improve the communication with parents to ensure everyone is aware of and understand upcoming changes	CYS	Closed
16-87	The military movie theaters tend to show more R rated movies than others	The military, as a whole, is really pushing the SHARP program. With that being said- the movies that are shown on base (50 shades of Grey) should not be shown or supports by any military installation.	The military should take more care in selecting the movies shown on ALL installations.	None. The movies selected to play at AAFES theaters are based on popularity and demand. The Motion Pictures Association of America (MPAA) ratings (R, PG, etc.) have nothing to do with the movie selection. As it is possible for all of the popular movies at the time to be intended for more mature audiences, several rated R movies may show at the movie theater during the same or subsequent time periods.	The Exchange	Closed
16-88	"Job search" on the internet is restricted for school computers, and there are students in the school that have projects consisting of research on particular jobs	The military, as a whole, is really pushing the SHARP program. With that being said- the movies that are shown on base (50 shades of Grey) should not be shown or supports by any military installation.	The military should take more care in selecting the movies shown on ALL installations.	There are other places Job Searching can be completed on the internet and ACS has a Employment Readiness program that will assist as well.	DODEA	Closed

<p>16-89</p>	<p>Current ABC hybrid schedule for SAHS is problematic for some of the students</p>	<p>Because of the current schedule, I am forced to take home three incredibly heavy textbooks daily in addition to the notebooks and binders in my bag and the food I bring for lunch. Furthermore, some classes seem to end on a cutoff in which the bell is a surprising reminder that class is over while in the midst of a lecture or class discussion. Double-period classes have also formed as a result (i.e career prac) considering students will not be able to perform or go to work opportunities within 45 min, forcing 1 hr students to gain only an hour of job experience in 1 week with seminar only once a week. I end up having to do work at home instead of chores, causing disputes in the family.</p>	<p>This issue should be discussed among school staff and maybe a poll of student opinions regarding a resolution cannot be held. This can serve as a platform for any change, if it were to happen.</p>	<p>This statement suggests that everyone is having difficulty with the schedule and that is an inaccurate statement. It is true that some parents and students are having difficulty with this change, but they do not represent the entire school or the entire staff. Teachers will always have a bit of difficulty with a change, but there is more focused time for teaching than with the old schedule. In a block schedule, there is 80 minutes available to teach. The reality is one lesson is taught and time is given to work on the material. In a daily schedule, one lesson is taught each day rather than every other day and that is increased instruction and access to material on a more regular basis. It is more difficult to forget what was taught when the class meets again the next day. Building on prior knowledge, picking up where we left off and practicing the skills flow much easier when students have access to teachers every day. There are growing pains with every change. As we identify the specific areas of concern, we can address those concerns. We do not need to throw the whole plan out because there are growing pains and adjustment problems. For example, some students feel they need more seminar time. Truthfully, not all students need more seminar time. It is a waste for many of our students. How do we meet the needs of students that need more time in school to get work done while not requiring every student to have a seminar? That is a specific concern that can be addressed. Another example is that students feel they are carrying too many books. I suspect this situation can also be addressed with some creative work with teachers. Do students have to take all of their books home every day? If not, why are they carrying all of their books? Why are the book bags so heavy? Are students choosing not to drop off the unneeded books at their locker? The source of the problem needs to be identified and we will work through this together. More homework does not exist because there isn't enough time for classroom instruction. Homework on the prior schedule was even more necessary so students wouldn't forget before the class met again. More homework is a side effect of a schedule change that will take some time to adjust for teachers and students. Teachers can work together to understand the results of their requirements for work at home. This is a next step for SAHS. Homework looks different for different students. A teacher can make a reasonable assignment that is estimated to take 15 minutes. Some students will finish in 5 minutes before they leave class. Some students will finish in 15-30 minutes. There are a few students that take an extraordinary amount of time to complete their work. The students that are working for hours and getting frustrated with their regular high school work load need to work directly with the school staff to remedy this. There is an expectation that students work 10 per grade level on their regular</p>	<p>DODEA</p>	<p>Active The school is in the process of collecting data to see which schedule works better. Any questions can be referred to the administration.</p>
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#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
				<p>classes. A freshman should work no more than 90 minutes per night on homework. If a student is taking AP classes, this formula does not work. Students working for college credit will have great amounts of work in order to master the material. These students knew this reality when they signed up for the class. Students taking multiple AP classes can expect to work hours on their homework. When we consider our homework issue, we don't consider the extreme cases to respond to the concern. I would like to address the statement about time being wasted in passing time. We added three 5 minute passing periods on Monday, Tuesday, and Friday by going to a daily schedule and that is only three days per week. If we gained approximately 150 minutes by reducing our non-instruction time in seminar and added 45 minutes in passing time, we are still benefitting from an additional 105 minutes of instruction in this new schedule. With all of this being said – over 40 hours of additional instructional time has been added for the student body at SAHS. We are monitoring the implementation of the hybrid schedule and are currently collecting data from students and teachers. The school advisory committee (SAC) is collecting data from parents. These data points will be utilized to make guiding decisions on what works best for SAHS in relation to the schedule going forward.</p>		
16-90	Soldiers and contractors are being unprofessional in loudly boasting about sexual encounters and offending minors as well as specific ethnicities	In many of the "general" public facilities on this base, I can hear loud and clearly either contractors or soldiers bragging about how great of an "experience" they had at some (probably illegal) prostitution place. I speak not only for myself, but for others when saying that the degrading sexist and racist terms the people use are incredibly offensive. As a minor who is dependent of somebody working on this base, I would expect better from the behaviors of adults around me. I have younger siblings that I do not want to expose to the filthy behavior of these people. This is a problem because it's a display of moral corruption within our society.	This is can probably be resolved by issuing a public service announcement or something to spread awareness to watch one's language given their environmental circumstance, and there should be a way minors can report hese offenders for expressing vulgarity.	Everyone needs to be aware of their surroundings and be aware of who can hear their conversation.	Command	Closed

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-91	Lack of Recycling bins on post	There is a lack of recycling bins to be found anywhere on post. . The army supports recycling and trash separation but currently what is going on in our community does not promote good eco friendly behavior. As a community we should all be responsible for the trash we create.	Piles of cardboard boxes sit outside large dumpsters as people try to separate the trash somewhat in order to not take up space inside dumpsters for real trash. The practice is unsanitary. There should be marked designated bins for cardboard / paper, glass, plastic, etc. All communities deal with a large trash issue and we are not helping the problem by contributing to the large waste stream. We should have recycling bins available in food courts, public spaces such as the library and post office, for paper and other recyclable materials. What are we teaching our community and children that all trash goes in ONE bin? That there is no difference and since we live in a big city like Seoul, our trash is "minor" to the bigger trash issue at large. We should recognize our trash imprint on the Korean environment as we are guests here, on borrowed time and borrowed land. We should encourage recycling on post as parts of Seoul are doing the same and make available recycling bins.	Daegil Green Co. manages the current Solid Waste contract in which comingled trash receptacles are provided per contract specifications. The contractor separates and sells the recycle material returning the proceeds back to the government. The DPW will engage the contractor and contracting officer to discuss the possibility of adding recycling containers	DPW	Closed
16-92	Korean Language Classes on post	Those who wish to learn Korean on post while stationed here have limited resources (intro to Korean 1 month course at ACS and USO offers a basic Korean course as well only). There are no gradual level Korean language classes available for those who wish to learn Korean for more than a month. For example, a beginner level to intermediate, and beyond.	ACS and USO offer useful intro to Korean language classes (unrelated) but many of these classes are full at sign up and do not continue beyond the intro level that is repeated each month (or session). The same material is taught geared for newcomers to Korea. Seoul City agencies offer various classes of Korean at different levels but these are highly competitive for foreigners. USO or ACS could sponsor Korean classes for extended periods for a course of study and possibly charge a small fee for books if necessary. For example, each 2-3 month period offer a beginner, intermediate, higher level Korean for those who want to learn more Korean.	ACS offers a Korean Language class for free to all ID Card holders. The class starts with 20 and usually ends with about 3 or 4 people. There is not enough interest or funding to add additional classes to what is being offered.	ACS	Active The higher level classes are offered at the USO. MWR is waiting to get someone on board to teach a higher level class at Commiskey's

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-93	We need an athletic/rubber running track on Yongsan	Running outside has caused me and a few of my buddies to get stress fractures and other knee injuries. We need an athletic/rubber running track on this base to help prevent this from happening. It also would help better facilitate PT test.	Get the funding needed to get a rubber track anywhere on Yongsan. Though they claim Yongsan is closing/shutting down, they just re-did all the roads, so I do not see a problem with building a rubber track for us to run on.	Reviewed by management, Family and MWR Division. USAG-Yongsan does have a rubberized running track located at the multi-purpose athletic field, K-16 Air Base. For Yongsan main, in the view of Family and MWR professionals, there is insufficient real-estate in the current environment to construct such a request. Alternatives are very limited and the set PRT course laid out on South Post, on the roadways around the Collier CFC are viewed as sufficient to meet the needs in support of PRT and soldier-family fitness. Fiscal constraints in funding authorizations and transformation-relocation initiatives now underway with measureable milestones in execution also a factor. This action is viewed as non-attainable.	MWR	Closed Unattainable. There is an option to run on the Han river.
16-94	The Food Court and Baskin Robbins hours	The food court and Baskin Robbins Ice Cream closes very early. Baskin Robbins should remain open until the food court closes allowing family enjoy ice cream during the summer without eating dinner at PX Food Court and having to drive to South Post shopette for ice cream.	Keep Baskin Robbins Ice Cream the same hours as Food Court.	Operating hours are based on sales at that location. Reviews conducted in the past have not warranted any changes in business hours for the Main Post Baskin Robbins. We will continue to monitor feedback and sales to determine the feasibility and level of benefits of extending the closing time at the Main Post Baskin Robbins to that of other establishments at the food court.	The Exchange	Closed
16-95	Movie on the field	It would be great time to offer a free family friendly movie on a field on a Friday or Saturday night. People can bring chairs and blankets. It would increase feeling of community.	Offer it 2x's a year. June and September when the weather is nice. Not too buggy or muggy. Movies such as Wizard of Oz, E.T., and other classics. Low cost to offer food free family fun.	Reviewed by management. Within Yongsan Community and specific to K-16 Air Base, Family and MWR has a support agreement and authorization with AAFES to showcase cinema productions and does so through the Community Activity Center during the month, (Thursday Movie Nights) at no cost to authorized patrons. This exception exist because K-16 Air Base does not have an AAFES Movie Theater. For Yongsan main and within our garrison, South Post AAFES has a Multi-Cinema Theater and show cases quality and up to date movies at moderate cost. AAFES has proprietary rights, possess copyright authorizations to show case cinema productions and Family and MWR cannot program, open to the community a "Movie on the Field" production bi-annually as requested.	MWR	Active Pursuing options with The Exchange
16-96	Family pool pass for short time	The pool only sold Family passes for June, July, and August for \$50 a month. The days my family and I went to the pool in May and September we spent more for these days that the \$50 monthly pass. More than \$50 for the week and a half in May and more than \$50 for the week and a half in September.	We should be able to buy a prorated family pass for the short time in May and September the pool is open. If you want to be generous, give families the week and a half free if with the purchase of the June and August family passes.	Reviewed by DFMWR. Excellent recommendation. Family and MWR are in agreement and will institute a prorated weekly family pass that carries the Memorial Weekend of May through 31 May 16, 9 days. Cost Estimate \$ 20.00. Additionally, the first week in September 16, Cost Estimate, \$ 15.00. For FY 16 Seasonal Recreational Swim, Family Passes are to increase per months of June, July and August to \$ 60.00 per month from the current fee of \$ 50.00 per month.	MWR	Closed

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-97	Hours for PX Four Seasons	Keep the PX Four Seasons open until 8:00pm. Many times the PX staff tells customers "oh you can buy that at the Four Seasons, but they are closed already." Why the disparity in hours? Keeping the stores open until the same flexibility and efficiency when running errands.	If you can't keep Four Seasons open every night until 8:00pm, try for at least Friday, Saturday, and Sunday night.	Operating hours are based on sales at that location. Reviews conducted in the past have not warranted any changes in business hours for Four Seasons. We will continue to monitor feedback and sales to determine the feasibility and benefits of implementing the same closing times at Four Seasons as the P/X	The Exchange	Closed
16-98	Navy Federal sign	Many new families coming to Yongsan are having a hard time finding Navy Federal. They were told it is by the PX but the sign is not noticeable.	Please add a more noticeable sign for Navy Federal.	DPW will relocate the Navy Federal Credit Union sign to the PX entrance by Trent Gym on 16 Nov.	DPW	Closed Completed
16-99	Trash can on post	There are no trash can enough trash can on post. This will help save soldiers time from cleaning the post and picking up the trash. It will make it easier for families walking with children.	Put trash and recycle bins around the post.	Daegil Green Co. manages the current Solid Waste contract in which comingled trash receptacles are provided per contract specifications. The contractor separates and sells the recycle material returning the proceeds back to the government. The DPW will engage the contractor and contracting officer to discuss the possibility of adding recycling containers.	DPW	Active Looking into options
16-100	Background check for volunteers	Every organization requires the same type of background check to volunteers-school, PTO's, CYS, religious groups, scouting program. The packet to complete is usually several pages long and the same across the board. This creates a roadblock to volunteerism in the community because potential volunteers do not want to constantly redo the same paperwork. This is also a waste in resources. It is the same office that runs all the checks and therefore manpower hours are being allocated for repeat work.	Create a database that can be accessed by approved private organizations, schools, and CYS alike. At least an office that a one page document can be signed off on stating the volunteer is approved to volunteer aboard the installation.	We don't have control over this issue at the installation level. An RFI has been sent to IMCOM for guidance.	DPTMS	Elevated This AFAP Issue was elevated to the General Officer Steering Committee
16-101	CYS re-registration	A full packet is required for each kids regardless of whether any changes have occurred. When you have multiple kids, this becomes quite cumbersome and tedious. Schools do not require you to recomplete a full packet for school registration the next year, why does youth service? Furthermore, bus passes will not be issued if you do not have a stamped page from YS indicating you have completed the re-registration process. And it IS a process. Lastly, I was required to complete EFMP paperwork for a child who is not EFMP as well as for a child who has food allergy and is also not EFMP.	Re-registration should be a 1 page document for updates, if any. Only necessary forms should be required, and this process needs to be more streamlined for cross business, i.e. transportation office, schools, etc.	CYS Services annual registration does provide a section on some documents that allows for a signature and date if there are no changes. EFMP paperwork must be completed for any child who requires any type of special care or has a special need. Food allergies are considered EFMP and must be processed through the EFMP office as well as reviewed by the APHN. Since many allergies in young children can often result in anaphylactic shock it is crucial that all parties involved have reviewed required paperwork and all medical data is present. CYS Services staff have a two minute window in which to observe a child in distress, determine it is an allergic reaction, retrieve the Epi Pen and inject the child. As a potentially life threatening condition all allergies are carefully reviewed and the APHN and EFMP Director will work in conjunction with the medical team to determine if a Medical Action Plan (MAP) is necessary. While it can take time to ensure all information is updated for children each year, it is a critical aspect of the process to ensure the safety of each child in care.	CYS	Active Looking into possible verification process which leads to only filling out documents that need to be corrected instead of the entire packet.

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-102	Youth Sports	There is not a current program that allows our older children compete at higher levels. When they return to the states, they are behind their peers in their sport and are truly disadvantaged living overseas. I specifically asked about a softball program for my 8th grade daughter when we arrived and was told if I wanted her to play at a higher level, I had to apply to establish a pvt org, then I would have to find funding and facilities. I understand YS provides a development league, but it pales in comparison to my daughter's abilities and actually would threaten her safety in the sport. She plays at a travel ball level. HS would not allow her to practice even because she was MS, MS has no team and YS is only developmental. Being stationed here only 2 years makes creating a pvt org not feasible. I do not have contacts here to schedule games, I do not have someone to carry the org when I pcs back, and I believe an elite team could be handled by YS umbrella.	Coaches could still come from the authorized users, and it would give all YS players an opportunity to work towards a higher level of competition. There are plenty of local Korean teams who would be happy to play our elite teams. It fosters good will among our neighbors and shows our athletes that hard work pays off. Our dependent athletes should not have to sacrifice their abilities and skill building because their parent has received orders overseas.	CYS Sports is designed to provide a comfortable environment for youth of all abilities to participate in a sport and learn basic skills and have fun. Developing highly skilled players for the future is not the Army's goal of the youth sports program. Parents can contact teams off post to have their kids join if they would like additional opportunities for them in a specific sport. Informal games are played with outside teams during the year as an opportunity to interact, learn and engage our host country youth.	CYS	Closed Competitive sports are offered off post.
16-103	No driver education program	We moved from Germany to Korea with our now 16 year old daughter and we will be stationed here till she graduates HS and goes back to the States for college. Unfortunately there is no Driver's Ed program offered here just like it was not offered in Germany. I was told about the option to retain a driver's permit that she can use to drive on post with an adult which can lead to a license for on-post. Being a parent who does not believe that have either the patience or the confidence to teach my children to drive I think it is will be irresponsible for me to do so.	Offering Driver's Ed courses either through SKIES or After-School-Activity would put many parents at ease, knowing that their children receive the right training. Many Stateside HS do offer Driver's Ed classes. Why can we not offer this service to our military children who spend most of their teenage years at n OCONUS duty station?	Pursing Options	CYS	Active CYS will continue to pursue options

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
16-104	Volunteer Of The Year and Quarter ceremonies are competitions between volunteers of various organizations	I do not understand why the Volunteer Of The Year and Quarter ceremonies are competitions between volunteers of various organizations. We have been stationed at 5 different locations over the past 12 years and this is the second Garrison that I see having such competitions. I truly believe that organizations should choose their one VOY, the one volunteer who has done the most for their organization. All organization VOYs should then be recognized at the VOY/VOQ ceremonies and not compete against each other. We cannot compare the value they have brought to their organizations? How can we compare the volunteer service of a youth coach, librarian and President of the spouses club? The VOY Ceremony should be about recognizing all of the amazing volunteers the same way and not putting them on different pedestals. It should not be about getting the highest score on well-written nomination packets. Not having names in the nomination packets does not make them anonymous. Anyone being very involved in a community can point out most of the volunteers by their volunteer records.	Let's also recognize the runner up of each organization and if space and funds allow it recognize their "Helping Hands", a few more volunteers who have made a big difference. There is no need to spend money on big prizes. That is not why people volunteer. Knowing that their community values their time is what counts.	Volunteer of the Year and Quarter are structured as unbiased competitions across all volunteer agencies. Having a winner at each organization would not be possible. Certain organizations like the USO and Red Cross already have their own internal awards programs. At ACS, we compete all of the nominations in a blind assessment, which is a very transparent system across the installation. The Volunteer of the Year Awards are further broken down to the Soldier level; family level, civilian level (including KNs), and Youth level. We select a winner and a runner up for each category, as well as an overall winner and runner up. In addition, we recognize every volunteer nominated.	ACS	Closed Will Vet the Nominees through the directors if not nominated by them
16-105	Setback for children in sports	Moving to Korea has been a big setback for my children in their sports. They have both been in competitive sports for years while being stationed on different continents. Korea does not offer competitive sports teams that our military children can join. At the same time there is nothing offered on a military installations either. Children who planned on applying for college scholarships in their respective sports are now way behind their peers in the US. We have many qualified soldiers and family members who would be willing to become paid coaches for many different elite teams but there is no support from CYSS. Just Yongsan alone has many talented youth athletes, like softball players, gymnasts, cheerleaders. There are certified gymnastics coaches in Yongsan waiting for almost a year now for CYSS to put out a contract for bid so they can start coaching dozens of boys and girls. Many of them competed in high levels before moving to Korea. On a regular basis parents of talented kids stationed all over Korea are asking on social network sites for possible competitive/elite teams for their children.	Allow qualified soldiers and family members to become pay coaches.	CYS Services offers baseline sports programs as well as additional individual and team sports based on a number of factors. The goal is not just limited to skill development but to the development of the entire child and/or youth. Games are played against other military youth teams within specific districts throughout the year. Historically, as youth progress and enter high school they compete on high school teams which are geared toward competitive play and advanced skills rather than CYS Services sports teams. While there may be competent individuals in a community who are able to 'coach' a sport there are many other factors that must be considered such as ability to sustain a program, designated location for the sport or activity, ability to obtain equipment, storage of related equipment, opportunities to compete against others in their sport, etc. CYS Sports does offer opportunities to compete against other teams, while the SKIESUnlimited program is designed to provide instruction in a variety of areas but not necessarily involved in competition.	CYS	Closed

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16-106	Losing hard earned leave days	I know that we have AFAP to thank for the annual leave carry over to be increased from 60-75 days a few years ago. Maybe AFAP can do something about all the leave days that get lost this year. With the recent changes soldiers can only carry over 60 days of annual leave starting next week (with the exception of deployed troops). Being stationed in Korea is not like other assignments when it comes to leave. Most troops are only here 1-2 years and only 10% of the unit can be on leave at a given time. For BN, BDE an DIV Command Teams it is almost impossible to take 45 days of leave within the fiscal year (30 days accumulated in the past year + 15 days from the 75 they carried over). In addition to working tremendous amount of hours to ensure that business is taking care off they are now faced with losing hard earned leave days.	There needs to be an exception for soldiers in such positions during their time in Korea.	None. Army Regulation 600-8-10, Leaves and Passes (annual leave/SLA) MILITARY PAY E-Message 15-041 Special leave accrual.	176 th Finance	Elevated This AFAP issue was elevated to the General Officer Steering Committee
16-107	Military spouses hire off post but not on post	There are many military spouses that are teachers trying to get a job on post. They are not being hired when there are shortages of teachers. Some of the spouses are able to get teacher jobs off post.	Hire military spouses that are teachers online to help the shortage of staffs.	The school routinely has teaching and GS vacancies and no local applicants show-up on the lists we receive from our human resources department. Anyone interested in applying to teach and/or work must apply through USAJobs and/or the DODEA's teacher application system, Caution- https://webapps.dodea.edu/eas . We routinely recruit locally and continue to receive no referrals of qualified local applicants.	DODEA	Closed Qualified teachers that SUB can get picked up immediately.
16-108	Harassment of active duty spouses by Commissary supervisor	Harassment active duty spouses. This is one place that active duty spouses can work on post. Living overseas is stressful enough without spouses being harassed by supervisor.	Supervisor needs to be removed to prevent harassment or DECA needs to step in and rectify situation instead of fostering a hostile work environment.	DeCA does not tolerate harassment of any employee or customer. All supervisors receive civility and customer service training on a continuous basis to ensure a positive, professional work environment. Management has an open door policy and encourages interaction with supervisors, leads, and managers through the chain of command. Any concerns presented are addressed through inquiries, one on one discussions, or group meetings, culminating in action taken or plan to resolve any issues.	DECA	Closed